

Borough Care Overarching Statement of Purpose 2011/2012

Date: October 2011

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1 Introduction

- 1.1 This document sets out the aims and objectives of Borough Care Limited.
- 1.2 It details the regulated activities we are registered to provide, which of our services provide them and how the service user needs are met.
- 1.3 This overarching Statement of Purpose is supported by the individual statements of purpose of each service provided by Borough Care Limited.
- 1.4 This document will be reviewed annually or when required to reflect any changes. Where any changes/amendments are made a copy of the revised statement of purpose will be sent to the Care Quality Commission within 28 days of any such amendments being made.

2 Registered Service Provider details

- 2.1 Borough Care Limited is registered as a charity with The Care Quality Commission (CQC) our registered details are:

Borough Care Limited
9 Acorn Business Park
Heaton Lane
Stockport
Cheshire
SK4 1AS
Tel No: 0161 475 0140
Fax: 0161 475 0164
Website: www.boroughcare.org.uk
Service provider ID: 1-101650168

3 Nominated Individual details

3.1 The nominated individual on behalf of Borough Care is:

Kathryn Farmer
Chief Executive
9 Acorn Business Park
Heaton Lane
Stockport
Cheshire
SK4 1AS
Tel No: 0161 475 0140
Fax: 0161 475 0164

3.2 Domiciliary Care Agency

Ines Kirby
Deputy Chief Executive
9 Acorn Business Park
Heaton Lane
Stockport
Cheshire
SK4 1AS
Tel No: 0161 475 0140
Fax: 0161 475 0164

4 Aims & Objectives

4.1 At Borough Care we aim to provide excellent person centred care, which ensures quality of life and achieves positive outcomes for service users with age related conditions

4.2 We will achieve this by:

- Obtaining or completing a comprehensive assessment of the service user to enable Borough Care to produce a structured person centred care plan, which meets service user's physical and emotional needs.
- Delivering care in a flexible and non-discriminatory way.
- Respecting service user's right to independence, privacy, dignity, fulfilment, risk taking and informed choices.
- Respecting service users religion, ethnic origin, sexual orientation and physical disabilities.
- Providing stimulation and encouraging involvement in activities and social events.
- Involving service users, families and friends in the day to day affairs of the service user.
- Treating service users with respect and providing a service, which meets their individual needs and abilities.
- Manage and implement a formal programme of staff recruitment, training and personal development in line with service users needs ensuring they are safeguarded from abuse.
- Ensuring all service users receive written information on the service complaints procedure.

We provide care services for older people with age related conditions, through the provision of the following services:

- Care home without nursing
- Domiciliary Care Service
- Day Care
- Intermediate Care

5 Regulated Activities

5.1 We seek to provide social care support/ services through the provision of the following regulated activities

- **Accommodation for persons who require nursing or personal care,** provided by:-

Borough Care does not provide nursing care. Accommodation and personal care is provided in the following locations.

- Bamford Close
 - Belmont Court
 - Bruce Lodge
 - Bryn Haven
 - Cawood House
 - Lisburne Court
 - Marbury House
 - Meadway Court
 - Reinbek
 - Shepley House
 - Silverdale
 - Wellcroft
- **Personal Care,** provided by:-
 - Home Care/ Domiciliary services

6 Services and Service User Needs Met

Bamford Close/ Care Home without nursing Location ID 1-119415715	
Regulated Activity	Accommodation for person who require nursing or personal care
Address:	31 Adswood Lane West Cale Green Stockport SK3 8HT
Care Provided:	Bamford Close is a modern purpose built residential home for older people located in Cale Green area of Stockport. The home provides accommodation and personal care for up to 40 people with varying degrees of memory impairment. Three of these bedrooms are allocated for short stays. Day Care can be provided in some instance through consultation with the manager. Staff development and training is linked to a person centred approach in care planning and care delivery.
No. of beds	40
Registered Manager	Amanda Ryder
Telephone No:	0161 480 6712
Fax No:	0161 474 0585
Email:	bamfordclose@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People • Dementia
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Belmont Court/ Care Home without nursing Location ID 1-119415732	
Regulated Activity	Accommodation for people who require nursing or personal care
Address:	Belmont Court Heaton Norris Stockport SK4 1QL
Care Provided:	<p>Belmont Court is situated in the Heaton Norris area of Stockport. The home is registered to provide accommodation and personal care for up to 34 people. At present only 32 rooms are used to allow for all single accommodation. These are divided into 28 intermediate care beds, 2 block booked short stay beds, 1 permanent bed and 1 short stay bed.</p> <p>The home works alongside the intermediate care team who provide any nursing interventions. A multidisciplinary approach is practiced to maintain a seamless service ensuring peoples needs are met.</p> <p>Intermediate care is provided under contract to the local health and social care commissionaires. Admissions for intermediate care are arranged only through the multi-agency intermediate care teams.</p> <p>Staff development and training is linked to a person centred approach in care planning and care delivery.</p>
No. of beds	34
Registered Manager	Yvonne Nixon
Telephone No:	0161 477 1282
Fax No:	0161 480 6887
Email:	belmontcourt@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People • Dementia • Intermediate Care
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Bryn Haven/ Care Home without nursing Location ID 1-119415747	
Regulated Activity	Accommodation for people who require nursing or personal care.
Address:	Brinnington Road Brinnington Stockport SK5 8BS
Care Provided:	Bryn Haven is a two storey building set in its own gardens in the Brinnington area of Stockport. The home provides accommodation and personal care for up to 42 people with varying degrees of memory impairment. Seventeen of the bedrooms have ensuite facility. Day Care can be provided in some instances through consultations with the manager. Staff development and training is linked to a person centred approach in care planning and care delivery.
No. of beds	42
Registered Manager	Rosaleen Charles
Telephone No:	0161 430 2337
Fax No:	0161 430 3770
Email:	brynhaven@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People • Dementia
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Bruce Lodge/ Care Home without nursing Location ID 1-119415762	
Regulated Activity	Accommodation for people who require nursing or personal care
Address:	Turncroft Lane Offerton Stockport Cheshire SK1 4AU
Care Provided:	<p>Bruce Lodge is set beside the woodland of Vernon Park in the heart of Stockport. It provides accommodation and personal care for up to 43 people. It is a purpose-designed home for older people with dementia and mental impairment. All 43 rooms have en-suite shower rooms with WC, and comfortable facilities.</p> <p>Day care can be provided in some instances through consultations with the manager. Staff development and training is linked to a person centred approach in care planning and care delivery.</p>
No. of beds	43
Registered Manager	Lisa Martin
Telephone No:	0161 429 8797
Fax No:	0161 429 0549
Email:	brucelodge@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People • Dementia
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Cawood House/ Care Home without nursing Location ID 1-119415777	
Regulated Activity	Accommodation for people who require nursing or personal care
Address:	Lapwing Lane Brinnington Stockport SK5 8JY
Care Provided:	Cawood House is a purpose build residential home. We provide accommodation and personal care. The home offers 42 places for older people suffering from varying degrees of memory impairment. Day care can be provided in some instances through consultations with the manager. We place a high value on staff development and training linked to a person centred approach in care planning and care delivery.
No of beds:	42
Registered Manager	Diane Tarmey
Telephone No:	0161 430 5441
Fax No:	0161 494 9306
Email:	cawoodhouse@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People • Dementia
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Lisburne Court/ Care Home without nursing Location ID 1-119415792	
Regulated Activity	Accommodation for person who require nursing or personal care
Address:	Alfreton Road Offerton Stockport SK2 5LU
Care Provided:	Lisburne Court is a two-storey building with secluded gardens. The 1st floor is accessible via a lift. The home offers 42 places for older people suffering from varying degrees of memory impairment. Day care can be provided in some instances through consultations with the manager. We place a high value on staff development and training linked to a person centred approach in care planning and care delivery.
No of beds:	42
Registered Manager	Valerie Egan
Telephone No:	0161 483 0671
Fax No:	0161 484 0248
Email:	lisburnecourt@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People • Dementia
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Marbury House/ Care Home without nursing Location ID 1-119415807	
Regulated Activity	Accommodation for person who require nursing or personal care
Address:	Marbury Road Heaton Chapel Stockport SK4 5NU
Care Provided:	<p>Marbury House situated on the Marbury Estate in Heaton Chapel. The home provides accommodation and personal care for up to 40 people suffering from varying degrees of memory impairment.</p> <p>12 of the above beds are allocated for Intermediate Care. The home works alongside the intermediate care team who provide any nursing interventions. A multidisciplinary approach is practiced to maintain a seamless service ensuring that peoples needs are met. Intermediate care is provided under contract with the local health and social care commissioners. Admissions for intermediate care are arranged through the multi-agency intermediate care teams.</p> <p>Day care can be provided in some instances through consultations with the manager. We place a high value on staff development and training linked to a person centred approach in care planning and care delivery.</p>
No of beds:	40 (10 with en-suite)
Registered Manager	Karen Jones
Telephone No:	0161 432 2828
Fax No:	0161 947 9687
Email:	marburyhouse@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People • Dementia
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Meadway Court/ Care Home without nursing Location ID 1-119415822	
Regulated Activity	Accommodation for person who require nursing or personal care
Address:	Meadway Bramhall Stockport SK7 1JZ
Care Provided:	Meadway Court is a modern purpose built residential home for older people. It is located in a quiet corner of Bramhall close to the village centre. Meadway provides personal care and accommodation for up to 42 people with varying degrees of memory impairment. Day care can be provided in some instances through consultations with the manager. We place a high value on staff development and training linked to a person centred approach in care planning and care delivery.
No of beds:	42 – 24 en-suites
Registered Manager	Lisa Murphy
Telephone No:	0161 440 8150
Fax No:	0161 439 5628
Email:	meadwaycourt@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People • Dementia
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Reinbek/ Care Home without nursing Location ID 1-119415837	
Regulated Activity	Accommodation for person who require nursing or personal care
Address:	287 Bramhall Lane Davenport Stockport SK3 8TB
Care Provided:	<p>Reinbek is a two-storey building with a secluded landscaped garden offering pleasant views.</p> <p>Reinbek provides accommodation and personal care for older people who have physical disabilities. The building is wholly adapted for wheelchair use and provides specialised equipment for highly dependent people.</p> <p>Reinbek offers long and short term accommodation. There are 44 single rooms, 18 of our rooms have en-suite facilities. Day care can be provided in some instances through consultations with the manager. We place a high value on staff development and training linked to a person centred approach in care planning and care delivery.</p>
No of beds:	44 (18 have en-suite)
Registered Manager	David Brannick
Telephone No:	0161 483 5252
Fax No:	0161 456 0199
Email:	reinbek@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Shepley House/ Care Home without nursing Location ID 1-119415851	
Regulated Activity	Accommodation for person who require nursing or personal care
Address:	Eyam Road Hazel Grove Stockport SK7 6HP
Care Provided:	Shepley House is a purpose built residential home. We provide accommodation and personal care. The home offers 40 places for older people with age related diseases and various degrees of memory impairment. Day care can be provided in some instances through consultations with the Manager. We place a high value on staff development and training linked to a person centred approach in care planning and care delivery.
No of beds:	40 – Two with en-suites
Registered Manager	Lesley Ridgway
Telephone No:	01625 874 711
Fax No:	01625 876 410
Email:	shepleyhouse@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People • Dementia
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Silverdale/ Care Home without nursing Location ID 1-119415866	
Regulated Activity	Accommodation for person who require nursing or personal care
Address:	20 Bents Avenue Bredbury Stockport SK6 2LF
Care Provided:	<p>Silverdale is purpose built residential home for older people in Bredbury, it has secured landscaped gardens.</p> <p>We provide personal care and accommodation for up to 47 people with varying degrees of memory impairment.</p> <p>Accommodation is provided in 47 single rooms, 19 of which have en-suite facilities.</p> <p>Day care can be provided in some instances through consultations with the manager.</p> <p>We place a high value on staff development and training linked to a person centred approach in care planning and care delivery.</p>
No of beds:	47- 19 with en-suites
Registered Manager	Maureen Hayes
Telephone No:	0161 430 5010
Fax No:	0161 430 5019
Email:	silverdale@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People • Dementia
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Wellcroft/ Care Home without nursing Location ID 1-119415881	
Regulated Activity	Accommodation for person who require nursing or personal care
Address:	75 Church road Gatley Stockport SK8 4EY
Care Provided:	Wellcroft stands in its own private landscaped gardens in Gatley close to the town centre. We provide accommodation and personal care for up to 39 people with varying degrees of mental impairment. There are 39 single rooms, nine of which have en-suite facilities. Day care can be provided in some instances through consultations with the manager. We place a high value on staff development and training linked to a person centred approach in care planning and care delivery.
No of beds:	39 single rooms – nine with ensuites
Registered Manager	Jennifer Eccles
Telephone No:	0161 428 5361
Fax No:	0161 428 1216
Email:	wellcroft@boroughcare.org.uk
Service User's supported	<ul style="list-style-type: none"> • Older People • Dementia
Provider ID	1-101650168

6 Services and Service User Needs Met continued

Home Care/ Care in your home and specialist dwellings with support Location ID 1-119415896	
Regulated Activity	Domiciliary Care
Address:	9 Acorn Business Park Heaton Lane Stockport Cheshire SK4 1AS
Care Provided:	We provide a range of support services to people living in their own homes with the aim of enabling people to live independently for as long as possible. Home Care operates a 7 day service between the hours of 7:30 and 22:20 including bank holidays. The service provides assistance with the following personal care tasks: bathing, oral hygiene, toileting, support with medication and meal preparation. In addition to this help with shopping, housework, laundry, social time, orientation and escort duties can be provided.
Registered Manager	Shirley Wilkinson
Telephone No:	0161 475 0140
Fax No:	0161 475 0164
Email:	Shirley.wilkinson@boroughcare.org.uk
Service User's supported	•
Provider ID	1-101650168

7 Management & Staff

- 7.1 We place a high value on the training of our staff, and provide regular training courses in-house, as well as encouraging and supporting staff at all levels to obtain national qualifications.**

The company achieved the "Investor in People" bronze in 2010 and is regularly inspected to ensure that the standard is still being met.

8 Complaints

- 8.1 Borough Care is committed to providing a high standard of care services. We welcome comments on our services and suggestions for improvements.**
- 8.2 We take particularly seriously any complaints and will investigate them promptly and thoroughly.**
- 8.3 Complaints should usually be made first to the manager of the home concerned. The matter might then be resolved quickly. Residents and their relatives may also complain to one of the senior managers at head office. Full details of the complaints procedure and timescales can be found in the individual homes statement of purpose and service user information.**
- 8.4 Borough Care will respond to all complaints as quickly as possible and ensure you receive an initial response within 28 days of receiving your complaint.**

If the company does not deal satisfactorily with your complaint, you may write to the Care Quality Commission at –

**Care Quality Commission
Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG
Telephone: 03000 61 61 61**