



The Royal Alfred Seafarers' Society

Statement of Purpose

Belvedere House
Weston Acres
Woodmansterne Lane
Banstead
Surrey SM7 3HA
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About us

The Royal Alfred Seafarers' Society is a registered charity established in 1865 and incorporated under Royal Charter.

The objects of the Society are:

- To provide, carry on and maintain Homes or housing for the care of aged, infirm or disabled seafarers, their widows or dependants.
- To act as trustee or almoner for granting relief to seafarers as defined above or to the widows or dependants of any such seafarers. (This object is currently held in abeyance.)

On New Year's Day 1867, "The Belvedere Institution" at Erith in Kent was opened and 11 officers and nine ratings, all ex-merchant seamen, became its first residents. The Society continued to use this site until changing circumstances necessitated its closure and the purchase of the Zachary Merton Convalescent Home in Holly Lane, Banstead, to which operations were transferred in 1978.

In the mid-1990s it became clear that the facilities provided by the Holly Lane premises were outdated and would have to be improved or replaced. In 1999, planning consent was obtained to build a new Home on the Society's nearby Weston Acres estate, where the Society had since 1968 been providing self-contained flats for elderly but independent retirees.

The new Belvedere House opened in March 2001. It offers a much higher standard of accommodation than its predecessors and makes it much easier for our staff to deliver the excellent care standards of which we are so proud.



About Belvedere House

Belvedere House is a modern, purpose-built care home set in the extensive landscaped gardens of the Weston Acres Estate.

We have 68 single bedrooms, all with en-suite toilet and washbasin, and some with showers. All rooms are fully furnished, bright and nicely decorated. Each room is a minimum of 12 square metres excluding the en-suite facility and is equipped with a telephone socket to enable you to have your own telephone installed, at your own expense, should you so wish.

We know being able to add your own touches to your living space is very comforting, so we are happy for residents to bring their own possessions and items of furniture. Please note: this is considered based on space available and subject to the Manager's agreement.

Once in the Home you will see how 'homely' and comfortable it is. The interior is furnished to a very high standard and there are four pleasant lounges with televisions and three spacious dining rooms. The Home also has a licensed bar where prices are kept as low as possible for the benefit of residents.

There is also a large landscaped garden for your enjoyment, together with a specially landscaped courtyard garden for our residents living with dementia.

The Home is registered to accept male or female residents from a seafaring background who require nursing or residential care, including those with dementia. On occasion we will also accept residents from a non-seafaring background.

The management of the Home recognises the right of the individual resident to live the lifestyle of his or her choosing. The key components of the minimum care that we provide are set out in the Residents' Charter of Rights.



Admission to Belvedere House

The Management recognises that the decision to move into a home is a major event in your life. Admissions to Belvedere House may be for a short respite break, or for long-term care. However, we do not provide intermediate care.

You are encouraged to visit the Home and during the visit, our terms and conditions of residency will be further explained and any questions you might have will be answered.

All residents are admitted for a trial period of one month after which time an assessment will be made jointly with the resident, their relatives and care manager to ensure that Belvedere House is the right place for that person. Admissions are carefully planned and staff are sensitive to the stresses that may arise.

Each resident is allocated a keyworker which is a member of the nursing staff who has special responsibilities for your care arrangements and will get to know your personal needs and preferences.

If you would like to arrange a visit to Belvedere House, or have any questions, please contact our administration team on admin@royalalfred.org.uk or 01737 360106.



Statement of the Home's aims and objectives (mission statement)

It is the objective of Belvedere House to provide care for all residents to a standard of excellence.

This embraces fundamental principles of good care practice which is witnessed and evaluated through the practice, conduct and control of quality care in the Home. It is fundamental that those residents who live in the Home should be able to do so in accordance with the Home's Philosophy of Care (ref. Policy Q201).

It is the objective of the Home that residents shall live in a clean, comfortable and safe environment and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual needs of residents and will provide the appropriate degree of care to assure the highest possible quality of life within the Home.

To meet residents' needs, the care service within the Home is designed to achieve the following objectives:

1. To deliver a service of the highest quality that will improve and sustain the resident's overall quality of life.
2. To ensure that the care service is delivered flexibly, attentively and in a non-discriminatory fashion, while respecting each resident's right to independence, privacy, dignity, fulfilment and the rights to make informed choices and to take risks.
3. To ensure that each resident's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
4. To ensure that the care service in whole is delivered in accordance with agreed contracts for care.
5. To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable resident care needs to be met.
6. To manage the care service efficiently and effectively to make best use of resources and to maximise value for money for the resident.
7. To ensure that all residents receive written information on the Home's procedure for handling complaints, comments and compliments and how to use it.



Our Philosophy of Care

We believe Belvedere House to be a place where both residents and staff can feel at home in a friendly, safe and comfortable environment.

We maintain a high standard of individualised care provided by well-trained and motivated staff. Residents are treated as individuals and encouraged to participate in their care and care planning. We also recognise that relatives have an important role to play in the residents' wellbeing and, at the end, in a peaceful and dignified death.

All staff are encouraged to develop their skills in clinical practice and communication. We believe that staff and residents should show appreciation to each other for their particular contributions to the Home, in order to maintain enthusiasm.

Quality Management System

The Society believes that quality is about providing the right service to the right resident, at the right time. Quality is our way of life and it is practised in everything that we do.

We have a self-assessment system, which requires all our work processes to be audited at least annually to ensure that all staff at Belvedere House are performing to the levels required.



The Belvedere House team

Registered Provider: Commander Brian Boxall-Hunt OBE, FNI,
Royal Navy

The Royal Alfred Seafarers' Society

Head Office

Weston Acres

Woodmansterne Lane

Banstead

Surrey SM7 3HA

Tel: 01737 353763 Fax: 01737 362678

Registered/Clinical Manager:

Anne Kasey RGN, RMA, Dip.HE

Belvedere House

Weston Acres

Woodmansterne Lane

Banstead

Surrey SM7 3HA

Tel: 01737 360106 Fax: 01737 350762

Deputy Clinical Manager: Alice Mitroi RGN

Business Manager: Mrs Karen Goddard

Nursing staff: There are always four Registered Nurses on duty during the day and two during the night.

Care staff: The Care Assistants we employ have completed a National Vocational Qualification (NVQ) in Care at Level 2 or Level 3 or are training towards the qualification.



The Belvedere House team (cont.)

- Housekeeping:** The housekeeping is managed by Mrs Shirley Campbell, supported by Miss Louraine Murphy. We have experienced ancillary staff to take care of laundry and clean your personal rooms and ensure the communal areas are maintained to a high standard.
- Catering:** The kitchen is run by Mrs Jenny O'Neil. At any one time, the kitchen is staffed by a minimum of one Chef and one Catering Assistant.
- Administration:** Mrs Maria Jobson is the Administration Manager and supported by Ms Brigida Grusso.
- Estates:** Mr Richard Condie is the Estates Manager supported by Mr Nick Potroanchenu, Mr James Woodcraft and Mr Remus Boloc.
- Activities organisers:** Miss Louise Boxall (Lead Activities Co-ordinator), Miss Rachel Stevens and Mrs Christine Farrell arrange social events and recreation within and without the Home.
- Bar Manager:** Mrs Judy Condie ensures that the bar is open for you to have your pre-lunch tippie!
- Welfare Manager:** Mrs Judy Condie looks after the welfare needs of both the residents and tenants.
- Staff recruitment:** Belvedere House operates a robust recruitment procedure with references and a DBS (Disclosure & Barring Services) check on all staff prior to commencing work. This includes volunteers. Staff training and supervision are ongoing procedures.



Residents' Charter of Rights

This charter sets out those aspects of life that we believe should be the minimum entitlement of those who live in our Home, subject only to the constraints of their care needs and safety.

Residents in our Home shall have the right to:

- Retain their personal dignity and independence notwithstanding the severity of their physical or mental infirmity.
- Have skilled sensitive care to enable them to achieve the highest possible quality of life.
- Have their personal privacy, social, emotional, religious, cultural, and political needs, and sexuality accepted and respected.
- Have their views about daily living arrangements in the Home taken into consideration, and to participate in the discussions about any proposed changes to those arrangements.
- Be involved in and fully informed about their individual assessment of needs.
- Be involved in and make informed choices about their future personal care plans.
- Have a regular review of individual circumstances, at which they are present if they so wish.
- Be fully informed about the services provided by the Home.
- Choose their own medical practitioner and dentist and to consult with them in private.
- Make informed decisions about medical treatment in the light of sound medical advice given by their practitioner.
- Manage their own financial and personal affairs.
- Within the limitation of their clinical condition, to have the same access to facilities and services in the community as any other citizen.
- Be consulted about proposed moves or changes in their accommodation.
- Have access to the formal complaints procedure and to be represented by a friend or adviser.
- Have the democratic right to vote in elections.

These rights will not be restricted except where necessary to provide the level of care needed by the resident, and to ensure the health and safety of the individual and others in the Home. Any restriction will be fully recorded in the resident's plan of care.



Privacy

You may spend your day as you wish. Staff will always knock on the door and wait to be invited in. Rooms are cleaned daily, unless you do not wish to be disturbed. You may entertain visitors in private, if you wish. Please ask the Administrator who will arrange this for you.

Dignity

Staff will assist you to maintain your dignity by ensuring doors are shut and, if necessary, curtains are drawn while you receive personal care. You should always be addressed by the name of your choosing or preferred title.

Meals

We have a team of excellent, highly-trained chefs who offer traditional home cooked meals, providing a well balanced diet.

Special diets can be catered for, as can your likes and dislikes. The weekly menu is displayed in the dining room so that residents and relatives can see what is on offer.

There is always a choice of meals, and soup, sandwiches, omelette, ice cream and yoghurts are available on request.

The following meal times are defined primarily to enable catering staff to plan the meals for the day.

- Breakfast: From 8.30am
- Lunch: From 12.30pm
- Dinner: From 5pm
- Sandwiches: 8-8.45pm
- Tea and coffee: 10am / 2.30pm / 7.30pm / 9pm (or at any other time on request)

Meals will be served in the dining room unless you choose to eat in your room.



Laundry

All laundry is undertaken on the premises using modern commercial equipment, charged as part of your weekly fee rate. Garments are collected and we aim to return them within 48 hours. Items requiring dry cleaning will be taken to the local facility and charged to you at cost.

Health and safety (fire precautions)

You are requested to familiarise yourself with the fire safety procedures, which are posted in your room and next to the fire alarm call points, and to be aware of the various fire exit routes.

In the event of the alarm sounding, wait where you are until staff arrive to tell you where to go.



Consultation and feedback

To enable the management of the Home to assess your satisfaction with the services provided, we undertake the following consultations with you and your relatives or your representatives:

- On admission – a thorough assessment of care needs and development of care plans will be undertaken as identified in the categories of the Home's Registration
- After one month – a formal review of the care plan to ensure that your needs and preferences are being met
- Every six months – a formal review of care and services provided

Six times each year we hold residents' meetings where you can attend to air your views and hear about any proposed changes.

Resident surveys are circulated bi-annually as part of our Quality Management System, the results of which are fed back via the residents' meetings.

Additionally, the Manager's door is always open to you if you wish to have a discussion on an individual and private basis.



Compliments and complaints

We always welcome compliments and appropriate comments on how we can improve our service.

We may not get things right all of the time so if you have a complaint then please speak to the senior person on duty. If they cannot solve the problem, then please speak to the Manager. A full copy of our complaints procedure is available on request and the Manager will endeavour to resolve all complaints within 28 days of the complaint being made.

You have the right to contact the registering authority at any time. Their address is:

Regulation Inspector
Care Quality Commission
South East Region
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161

Fax: 03000 616172

Email: enquiries.southeast@cqc.org.uk, registration.southeast@cqc.org.uk, or/and southeast@cqc.org.uk



Visitors

Visitors are welcome any day at any reasonable time. All we ask is that for fire safety reasons, guests sign in and out using the electronic Visitor's Book in the entrance hall.

Residents' property

We wish to create a safe, warm and friendly environment and would like you to bring your own personal possessions into your room.

Please make a complete list of the belongings you bring with you, for our records and to compile a property sheet.

The following guidelines are for your information.

Money

It is inadvisable to keep large amounts of money in your room. Five to ten pounds would be appropriate; this can be topped up as necessary from your own resources.

Insurance

Your clothing and personal belongings are insured by the Society up to a maximum sum of £2,500. Insurance cover does not extend to residents' cash securities and monies or any item with an individual value exceeding £1,000.

We also have the following compulsory insurance cover and we also have buildings and contents insurance:

- Employers' liability £10 million
- Public liability £5 million

Valuables

While we have a policy of freedom of choice, it is not advisable to bring pieces of treasured jewellery or works of art into the Home.



Residents' property (cont.)

The loss of such items can be very distressing and you are, therefore, encouraged to deposit such items with relatives or friends. If valuables do accompany you then you must make suitable insurance arrangements.

Clothing

Prior to coming into the Home, your belongings should be labelled with your full name e.g. Mabel Smith not Mrs Smith, or at a cost, the housekeeper can label your belongings.

Furniture

Small pieces of furniture, which can be accommodated in your room, may be brought into the Home at the discretion of the Manager. Furniture should be of sound quality and meet current fire safety regulations. Each item should be labelled and will be recorded along with your other possessions.

Pictures and ornaments

We encourage you to personalise your room with the introduction of pictures and ornaments. As with all of your property, these should be labelled and will be recorded on your property sheet.

Aids and appliances

You may wish to continue using the aids or equipment you had at home. These items should also be labelled and recorded on your property sheet.

Electrical equipment

Electrical equipment must not be brought into the Home without the permission of the Manager. For health and safety reasons all electrical items will be examined and tested by our maintenance engineer before being used. These items should also be labelled and will be recorded on your property sheet. All electrical items within the Home are checked by an electrician annually.



Healthcare

Care planning

A care plan is a document which clearly states any assessed risk, your identified needs and how the staff should meet those needs. To ensure we identify your needs properly we will invite you and your relatives (or other representatives) to be involved in this process. Care planning is a continuous cycle, which will be evaluated and reviewed at set points during your stay and then every six months.

Medication

You may, if you wish, continue to administer your own medication. There is a lockable drawer in your room to keep your medicines safe and secure. However, the nursing staff are on hand to take on this responsibility for you.

Medical care

You may retain the services of your own General Practitioner if they will visit you at Belvedere House. Alternatively, we have visiting General Practitioners who will be willing to attend to your needs. They visit regularly three times each week for routine matters and will deal with all your prescription needs.

Further medical assistance and advice is available from our local hospitals: Epsom General Hospital, St Helier Hospital (Sutton) and East Surrey Hospital (Redhill).

The following professionals also regularly visit the Home:

- Chiropodist
- Dentist
- Optician
- Hand and foot massage therapist

Please inform the care staff if you wish to see them.

Visits may also be arranged, according to the needs of our residents, from outside professionals such as occupational therapists, physiotherapists, hospice workers and other agencies.

Equipment

We have a full range of nursing equipment and aids if you need them. They include special pressure-relieving mattresses, hoists etc.



Recreational activities

We have two activities organisers who run an extensive programme of entertainment within the Home as well as organising trips outside.

They will introduce themselves to you shortly after admission, establish your leisure interests and hobbies and encourage you to participate in our social activities.

The programme is posted on the notice board for you and your family to view. We organise a wide range of excursions throughout the year, often in conjunction with support agencies such as The Not Forgotten Association and The 'Lest We Forget' Association.

Spiritual needs

We encourage you to attend religious services of your choosing. Several religious denominations visit the Home regularly. If you wish to meet with them, please ask.

Internet café

We have a computer station, complete with Skype for the use of our residents. A wifi network for the internet is also available.

Newspapers

These can be delivered as required.

Smoking

Belvedere House will only allow smoking in the designated areas outside the buildings. Residents are not permitted to smoke in their bedrooms, for reasons of safety.

Freedom of movement

We do not restrict your freedom but we cannot accept responsibility for your safety when you are away from the Home unless we have arranged the journey and any supervision.

Open access

You will have unrestricted use of communal areas provided within the Home and gardens.

Hairdressing

Our hairdressing salon is on the ground floor and Mrs Lyn Carlile, our hairdresser, visits at least twice a week. The price list for hairdressing is displayed on the wall in the corridor outside the salon. If you have your own hairdresser who will visit the Home, this can be arranged.

Pets

There is a 'no pets' policy.



Recreational activities (cont.)

Television

If you have your own television and are under the age of 75 years, a licence concession of £7.50 will be payable. The Home Administrator will arrange this for you.

If you are aged over 75 years, proof of your National Insurance number will enable you to be exempt from this fee; please refer to the Administrator for further advice. Residents with their own Skybox who take out a Sky subscription, are able to access Sky TV.

Schedule of fees

For the up to date fee rates please speak to the administration team.

You will be given at least four weeks' notice of any variation in the charge and will have the opportunity to discuss the matter if you have any concerns.

Method of payment

Payment is required for one month's worth of fees in advance by cheque or standing order. The charge will remain unchanged unless one month's written notice is given by the Society.

Other charges that you may incur are:

- Newspapers
- Hairdressing
- Drinks at the bar
- Meals for visitors
- Hand and foot massage
- Dry cleaning
- Chiropodist
- Dental costs outside the NHS
- Optical costs outside the NHS



Trial period

The first four weeks of any admission will be regarded as a 'trial period', in order to ensure that the placement is fully adequate and satisfactory to all parties concerned.

Wills

If necessary, our administration staff will assist you to meet a solicitor.

Please note that staff are unable to act as witness to the signing of Wills.

Data protection

You have the right to access any records held on file, either on paper or computerised, relating to you personally.

There is a charge of £10 for this service.

Confidentiality

You have the right to expect all information relating to you personally to be maintained confidentially and only shared with others on a 'need to know' basis.

Inspection report

A copy of our latest inspection report from the Care Quality Commission is available outside the Home Manager's office.



About this document

Thank you for reading this Statement of Purpose. The Society aims to provide homely accommodation offering our residents the best possible quality of care and lifestyle.

If you have any queries, comments or concerns about the contents of this document, please contact Anne Kasey, Clinical Manager, or Karen Goddard, Business Manager, at Belvedere House on 01737 360106.