

Mayfield Court Residential Care Home STATEMENT OF PURPOSE/SERVICE USER GUIDE

Mayfield Fellowship is a registered charity and is managed by Chairman Laurence Lee and a board of voluntary directors. Mayfield Court is their only residential care home.



Welcome to Mayfield Court

Mayfield Court is a Specialist, residential care home, registered with CQC to provide accommodation with personal care at 40 Youens Way, Knotty Ash Liverpool L14 2EP for both male and female residents, aged 18-65years and 65 years onwards who have complex physical and mental health needs. Mayfield Court does not provide nursing care. Residents are treated with dignity and respect at all times and are encouraged and supported to maintain choice, control and independence over their lives.

There was an unannounced inspection by the CQC on 18th July 2016 where Mayfield Court was rated as an “Outstanding” service.

Mayfield Court is an approved care provider under Liverpool City Council to provide care & support to clients who require medium and high packages of specialist residential care. We also have clients placed from other authorities such as Sefton, Chester and Cheshire West, East Ridings Hampshire & Private fee paying residents.

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What makes the services at Mayfield Court specialist?

Care Staff Team

Carole Ackers is a Registered Nurse with a formal management qualification, who has over 25 years of Senior Management experience. She has held the post of Chief Executive, Nominated Individual and Registered Manager at Mayfield Court for 15 years. She is supported by a Senior Care Staff team. Adele Glorman who is the Head of Care, has her Registered Managers Award, vast experience in Social Care over the past 25 years, and has been employed at Mayfield Court for 14 years. She is supported by Deputy Manager, Naomi Bedford, who has her Team Leaders award, NVQ Level 3 and 24 years of experience in Social Care. She has been employed at Mayfield Court for 14 years.

They are supported by a 6 staff Senior Care Officer team, all members of which hold a minimum qualification of NVQ Level 3. All SCO's have a minimum 4 day First Aid Qualification, Fire Marshall. They also have extended training, including, drug medication, administering Enteral feeds via PEG.

A comprehensive annual training programme is in place to ensure that they maintain the skills, knowledge and ability to care & support the complex client group that access the services at Mayfield Court.

There is a Duty Manager on call 24 hours a day to ensure that any absences or sickness is covered and staffing levels are maintained.

The Senior Care Team are supported by 17 Care Assistants, who all have the minimum qualifications of NVQ Level 2. Within this team there are Care Staff who hold their NVQ Level 3 and staff that are working towards this award.

There is an in-house development training programme and care staff are encouraged & supported to develop their skills & knowledge. Members of this team have extended training in drug administration & enteral feeds via PEG.

Other Staff members include Quality Assurance/Office Manager, Activities Organiser, Admin Assistant, Chef, Care Assistants and Housekeeping staff and a Maintenance person.

Staffing levels are determined following assessment of residents' needs and dependency levels identified, these are reviewed on a monthly basis or sooner should a residents care needs change.

There is an annual planning structure in place for staff holidays again to ensure staffing levels are maintained during holiday times.

Specialist Services

Residents who access the services at Mayfield Court have complex physical disabilities including mental health, learning disabilities, Autism and associated neurological conditions.

The care & support provided requires a high level of skills & knowledge from staff, as residents require support with all aspects of personal care, including support with mobility, use of ceiling track hoist, monitoring of all moving & handling in order to maintain their safety.

The level of physical disabilities our residents present are issues with dietary, including support with eating & drinking, monitoring of weight management, specialist diets, administering Enteral feeds via PEG, and working in collaboration with the Specialist Health Professional Dieticians and Speech & Language therapists.

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Residents who live at the home are predominantly wheelchair dependant, with continence issues so therefore require a Care & Support plan that ensures that their dignity is maintained and pressure management is in place to ensure that their skin remains intact. Staff at Mayfield Court have excellent relationships with the Community District Nurses & Continence teams, GP's & Health Care Professionals.

Residents are also supported with their medication, those who are unable to manage their own medication are supported by the Senior Care Officer team who are all trained and assessed as Drug Competant. Residents who are able and wish to manage their own medication are supported to do so following a risk assessment to assist them to maintain their independence.

Individual plans of care, social activities plans and financial plans are devised and agreed with residents, families or significant others, that ensure their emotional & social wellbeing is met.

These support plans ensure irrespective of the residents' level of disabilities they are able to be as independent as they can be.

The Comprehensive in-house, community activities, support the residents to maintain social interaction within the home and wider community. Social plans identify what activities residents enjoy both individually or part of a group, which enhances their daily life and brings fulfilment.

Training & Development

There is a comprehensive supervision & appraisal system in place. This identifies individual training needs of staff members.

Continual assessment process in monitor & renewing residents care plan's identify any specialist training required to meet the needs of this specialist resident group.

Annual training programme includes all mandatory training, Specialist training in order to meet individual residents' needs and developmental training for the staff group, to ensure that all staff have the Skills, Knowledge & Ability to meet the needs of the residents living at Mayfield Court.

Mayfield Court

Mayfield Court is a purpose built, single story building which is wheelchair accessible. All our bedrooms are specifically designed to meet the needs of our residents.

We have six self contained flats incorporating fitted kitchens and en suite facilities. There are ten rooms in the high dependency care unit. There are a further 16 single rooms with nine of these having en suite facilities, in all a total of 35 rooms. All rooms have a nurse call system in place and, where required to promote independence, there are push door release buttons. For the residents with complex moving and handling needs there are track and hoists fitted to their rooms and, where necessary, central areas such as bathrooms. All rooms are single residency.

Mayfield Court has a separate lounge area together with a large communal area that is known as the "Gallery". This is a popular meeting place for the Residents. Within this area is a computer for the use of our residents and Wi-Fi is available them to access the web, keep in touch with their families and friends via Skype or email.

Families are welcome to call residents on the direct line number and calls are transferred to a mobile to enable residents to take calls in privacy. The telephone is available for residents to make calls if they wish, there is no charge for this service.

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Residents who wish to have their own land lines or mobile phones are supported to access these services but are responsible for payment.

Mayfield Court is surrounded by well maintained gardens.

Where are we

Mayfield Court is situated in a residential area close to local shops and amenities. It is on the main bus route to Liverpool city centre; close to the M62 and the national motorway network. The home is also close to local bus routes, shops, health centre, sports, and other facilities.

The Service

Mayfield Fellowship
Mayfield Court
40 Youens Way
Knotty Ash
Liverpool L14 2EP

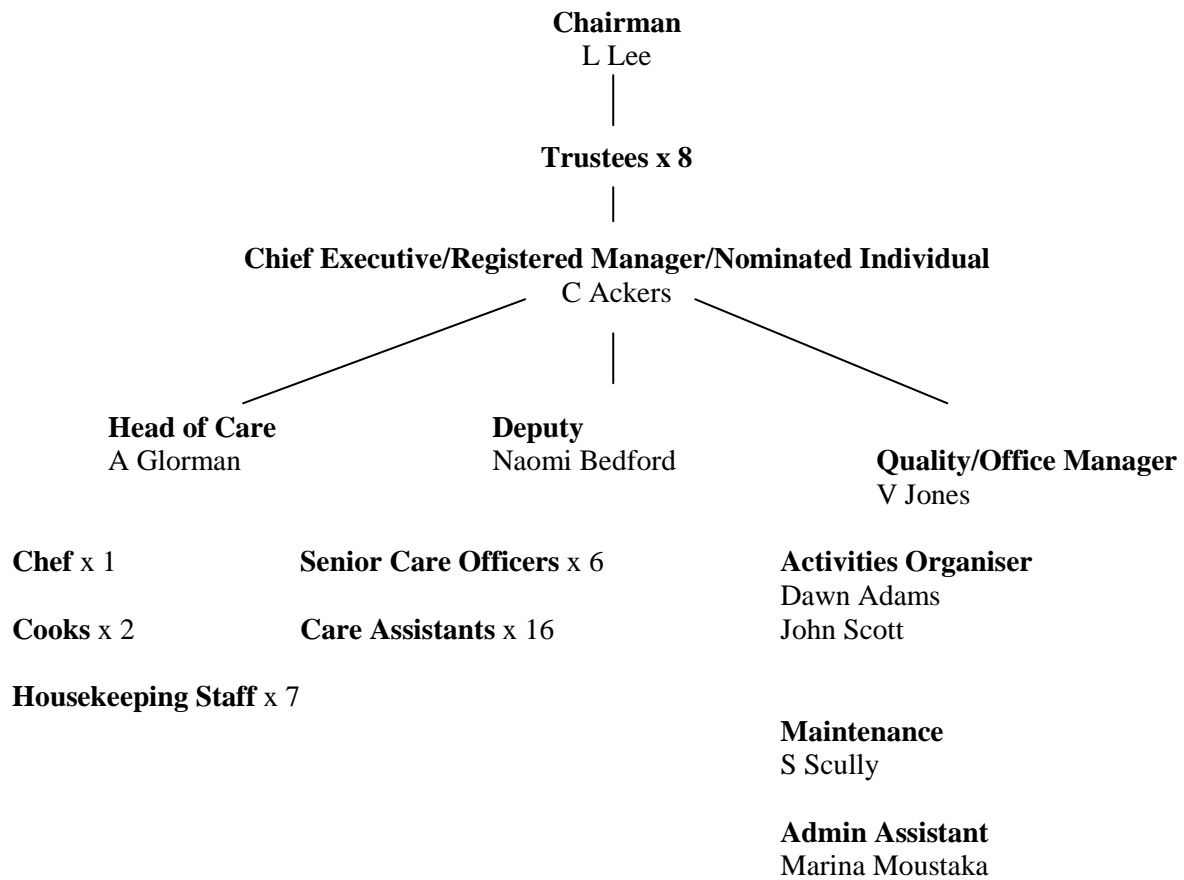
Tel : 0151 283 9090 Fax : 0151 228 9182 Email : admin@mayfieldcourt.org

Nominated Individual/Registered Manager

Carole Ackers
carole@mayfieldcourt.org
Mayfield Court
40 Youens Way
Knotty Ash
Liverpool L14 2EP

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Organisational Chart



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Policies & Procedures

Policies and procedures are in place to support staff operationally and to ensure that care & support services are delivered within the regulations and prescribed plans of care. All policies and procedures are monitored and reviewed annually or sooner if statutory legislation or legislation relevant to social care changes.

Mayfield Fellowship believes that residents, who live at Mayfield Court, should be provided with a safe environment which embraces all aspects of their life. We achieve this by ensuring that the services delivered at Mayfield Court meet the individual residents care and support needs and that through robust recruitment and selection procedures suitable qualified staff are employed.

Mission Statement

“We Listen, We Involve and We Work Together”

Mayfield Fellowship strives to ensure that Mayfield Court provides the Residents who access the services a home that is secure, relaxed and reflects their personal choices in which their care and well being is of prime importance.

Philosophy Statement

We will achieve this by listening, involving and working together with the residents who live at Mayfield Court to ensure that they understand.

- The care, treatment, and support choices available to them.
- Promote an open environment that allows them to express their views be involved in decision making on their care, environment and how they live their life, recognising that in doing so there may be an element of risk.
- An environment that recognises the diversity, values, and human rights of people. That maintains their dignity, independence and respects their privacy.
- Actively working with the residents ensuring their views and experiences are taken into account on the way services are delivered at Mayfield Court.
- Mayfield Fellowship will continue to develop services at Mayfield Court in consultation with the people we support and their own circle of support, including families and any significant others.

Ethos of the Home

The Management of Mayfield Fellowship recognises that the quality of care provided is strongly influenced by the management ethos whereby an open, positive and inclusive atmosphere results which benefits the resident.

The Nominated Individual is responsible to ensure that The Registered Manager:-

- Is qualified and competent to manage the home and does so in such a manner which meets the stated aims and objectives of the home.

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- Will have at least two years experience in a senior management capacity, will be a first level nurse and have relevant management qualifications.
- Will be familiar with the diseases and conditions of the profile of residents within the home and undertakes regular training to maintain his/her professional knowledge.
- Operates a style of management which provides a clear sense of direction and leadership to staff such that they are able to meet the stated aims and objectives of the home.
- An open and transparent management process which extends from management planning to the application of care. At each stage there is opportunity for innovation, creativity and responsibility.
- Enforces commitment to equal opportunities and monitors and reviews the service..

The Registered Manager is responsible to ensure:-

- That care and service delivery to residents within the home is delivered by a staff group that has the skills, knowledge and ability to meet the requirements of the residents who live at Mayfield Court.
- That the home is a warm, safe, relaxed and welcoming environment for the residents to live in. Residents are encouraged to be involved where able in the decision about their care and services at the home.
- That dignity and privacy are always maintained and that residents are treated with respect. Particular care should be taken to ensure that residents are not patronised or their independence compromised.
- That she encourages staff members to be involved in the decision making process about the way in which the delivery of care evolves within the home.
- All staff confirm to the Code of Conduct issued by the General Social Care Council.

Service Aims and Objectives

- The aims and objectives of the Fellowship is to ensure that residents who live at Mayfield Court their family, friends and significant other are involved in making decisions about their care, treatment and support they receive.
- That care provided to all residents is delivered to a standard of excellence which embraces fundamental principles of good care practice that will be evaluated through the Homes Quality Assurance System taking into account their views and experiences.

Mayfield Fellowship believes that residents who live at Mayfield Court shall do so in accordance with the Fellowship's Statement of Values.

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Statement of Values

Mayfield Fellowship believes that all residents at Mayfield Court should be provided with a safe environment which embraces all aspects of their life.

We achieve this by ensuring that the services delivered meet the individual residents care and support needs and that, through robust recruitment and selection procedures, suitable qualified staff are employed.

All new staff receives induction training on care and service delivery, the 'core values' that are fundamental to the philosophy of care at Mayfield Court.

Residents are treated with dignity and respect at all times and are encouraged and supported to maintain choice, control and independence over their lives. Mayfield Fellowship strive to ensure that Mayfield Court provides the residents with a home that is secure, relaxed and which reflects their personal choices. Their care and wellbeing is of prime importance.

Aims and Objectives of Care Delivery

- Fulfilment
- Dignity
- Privacy
- Respect
- Rights
- Autonomy
- Individuality
- Esteem
- Quality of experience
- Emotional needs
- Risk
- Choice
- Equality and Diversity

These aims and objectives will be met by the high quality of care residents at Mayfield Court will receive from the care team which include:

- Choice and independence in meeting their social, recreational, cultural and religious needs;
- Regular meetings to discuss their social and care needs;
- Maintaining each residents right to privacy and dignity at all times;
- Being able to raise concerns or complaints about any aspect of their care without fear of being victimised;
- Encouraged and supported to maintain contact with family and friends and to participate in hobbies and interests inside and outside of Mayfield Court;
- Having unrestricted access to Inspectors from the Care Quality Commission during visits or any other significant health care professional.
- Surveys will be undertaken to ensure views and experiences of residents, families and significant others are taken into account when making decisions about the delivery of care services.

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General Information

On behalf of the Board of Directors, Residents and staff of Mayfield Court allow us to extend a warm welcome to you as a prospective resident. We hope the information contained in this Statement of Purpose/Service User Guide is useful and informative. It contains the aims and objectives of Mayfield Fellowship together with brief answers to many questions often asked by new residents.

Mayfield Court welcomes prospective residents, family, friends, or representatives to view our facilities and services at their leisure. If at any time you have any questions or queries you would wish to ask about Mayfield Court or the services available to you please do not hesitate to contact the Chief Executive Carole Ackers or Head of Care Adele Glorman.

If you do wish to visit Mayfield Court either of the above mentioned persons would be happy to arrange a mutually agreed time for you to visit.

We hope you will find Mayfield Court to be a warm, happy, and friendly environment. Your care comfort and physical wellbeing are of the utmost importance to us and throughout your stay, we will endeavour to work with you to ascertain your care requirements, preferences, and choices to enable you to make an informed decision as to whether Mayfield court is a place you would like to live in the near future.

Most importantly Mayfield Court would support and encourage you to live your life in an environment that promotes and supports you to maintain your independence, respects your rights, choice and care for you respecting your dignity at all times whilst you maintain a quality lifestyle.

Admission to Hospital

In the unfortunate circumstances that a resident from Mayfield Court requires admission to hospital the Senior Care Officer on duty will ensure comprehensive documentation relevant to the resident's care and support needs is completed and taken by staff to hand over to hospital staff which will be 2 copies that both hospital and Mayfield staff sign. One is retained by the hospital the resident is admitted to, the other is held on file at the home.

The senior person on duty will inform the next of kin of the imminent hospital admission to ensure families are able to make their way to the hospital. A staff member will escort the resident to the hospital but at the earliest opportunity handover the care of the resident to hospital staff i.e. when the ambulance service hand over or at triage. **STAFF MUST THEN RETURN TO THEIR DUTIES AT MAYFIELD COURT.**

Assessment Process

If you decide to apply for a place to live at Mayfield Court you will be visited at home or at a place of your choice, for a comprehensive assessment of your needs by a senior member of the management team, to ensure that Mayfield Court can meet your care and social needs. Following this assessment and Mayfield staff have identified that the service can meet your needs and it is your home of choice a plan of care to support you physically, emotionally, socially and financially will be devised with yourself and any significant other involved in your care to ensure staff at Mayfield Court deliver your care and support as required.

In the event that you are admitted to Mayfield Court in an emergency situation a full assessment will be undertaken with 72 hours of admission and a plan of care will be agreed

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Admission

On arrival at Mayfield Court you will be made very welcome by staff and residents and given plenty of time and support to settle in. We will give you every assistance to enable you to make your room your own personal place. You may bring your own belongings and items of furniture with you. These must have been agreed with the Chief Executive prior to admission.

Care Plan Reviews

The review of care plans is an ongoing basis and this is based on individual residents' needs.

Data Protection

Senior care staff will only disclose relevant information with the nominated next of kin that is recorded with in the care plan.

Fee Levels

Residents at Mayfield Court fees are set following an assessment of their needs and are placed at Mayfield Court by social workers from various authorities. Fees are set in line with Liverpool City Council Social Service Contract. From 1st August 2016 residents referred for placement as medium specialist resident care are set at £703.65 and residents assessed as higher specialist residential care are set as £1128.27. Additional hours required for 1:1 support are based on the contract hourly rate of £10.37. This contract price is the costing tool used for all other authorities and any private fee residents.

Mayfield Fellowship will insure your personal effects to the value of £500.00. If you require a higher level of cover please speak to the Office Manager – Mrs Victoria Jones.

Fees include

Our fees are inclusive of hotel services which include food, light, heating, laundry and maintenance of all aspects of the fixtures and fittings at Mayfield Court.

Chargeable Rates Not Included in Fees

Resident Activities
Holidays
Hairdressing
Personal Toiletries
Chiropodist
Reflexologist
Newspapers
Taxis to appointments or activities/outings
Extra continence aids
Specialist aids such as shower chairs and slings

This list is not exhaustive

Mayfield Court is a charitable organisation, available for the use for residents and their families/friends is a small disabled vehicle without driver. The use of this vehicle must be booked via the main office in advance. Before families can be authorised to use the vehicle they must produce their driver license for a check to be undertaken with the DVLA and sign a declaration that they will inform Mayfield of any changes for insurance purposes.

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Residents also have a nominated key worker who will have allocated keyworker hours, however these are subjected to change when residents care needs are increased due to hospital appointments, ill health and emergency situations.

Following consultation with the residents at Mayfield Court and their understanding of staff demand in certain situations it was agreed that residents if they wished could purchase extra keyworker hours at a cost of £10.37 per hour and this request must be done in advance and approved by Adele Glorman, Head of Care to ensure the staffing hours are available. The company vehicles are available to use with residents during these hours at no cost.

Throughout the year, we undertake fundraising events and welcome voluntary donations to ensure all residents have access to the holidays, outings, and activities to ensure they enjoy a full and active social life, in a manner that most people take for granted.

We earnestly ask people to consider the Fellowship when making a will.

Contract of Residency Agreement

Each resident at Mayfield Court will have a written signed Residency Agreement between themselves and the Home setting out the Terms and Conditions and Rights and Responsibilities of both parties. Again our Terms and Conditions of Residency give more information about what this means for residents.

Dining/Meals

On admission to the home the chef will have been given all information in relation to any special dietary requirements/likes or dislikes that the individual resident has expressed. All special dietary requirements will be met by the home.

The relief chef on a daily basis visits the residents to discuss the following day's menu to ensure menus provided reflect choice and meets the needs of the residents who live at the home.

Each resident has a nutritional assessment within their individual plan of care which records any special dietary requirements and any assistance or aids or adaptations the residents may require assisting them at meal times.

Residents who require assistance at meal times will be supported by a staff group who have the appropriate skills and abilities who will maintain the residents' privacy and dignity at all times.

Menus provided at the home are discussed at residents meetings to ensure they reflect residents' choice and meets all special dietary requirements.

A choice of hot/cold drinks is available throughout the day. Fresh fruit and snacks are available in the dining room at Mayfield Court.

Residents who wish to invite their family/friends/significant others to enjoy a meal or a drink at the home are welcomed to do so by informing a staff member.

Residents are able to choose where they eat their meals. There is a main dining area - however the Gallery and the small lounge offer an alternative choice of dining. Residents who do not wish to eat in the main dining areas may do so in the privacy of their own rooms.

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Following consultation with the residents to maintain privacy and dignity of those residents who require support at meal times it was agreed to have two sittings at lunch and evening meal. This was agreed to maintain for all an enhanced dining experience.

Breakfast:- Breakfast is served from 8am until 11am

Lunch :- Lunch first sitting is 12 midday, Second sitting 12.30 pm.

Evening Meal :- Evening Meal first sitting is 4.30 pm and 5.00 pm.

Supper :- Supper is served from 8.30pm onwards

However if you wish to have a meal outside of these times this can be arranged with any member of staff. Residents are aware that they can change which sitting they attend if they have alternative plans.

Visiting Policy

There is a zero tolerance to any form of abuse towards staff at Mayfield Court and the Chief Executive reserves the right to refuse entry to the building to any person who demonstrates abusive behaviour towards staff.

This is the residents home and you may treat it as such with regards to people visiting. There are no set times but were possible we would appreciate that all visitors leave the home by 10.30 p.m. to enable the staff to securely lock the building at night. If you do wish a visitor to stay later please arrange this with staff.

Visitors are requested to sign the visitors' book at the home when arriving and leaving and must comply with the homes policy and procedure in visiting the home. This policy is available in both reception areas.

Smoking and Alcohol

For your own safety and the safety of others, Mayfield Court is a no smoking home; residents who wish to smoke may do so outside in the garden areas. The use of alcohol is the residents own choice unless restricted for health reasons - however we do not allow visitors to consume alcohol within the Home.

General Practitioner

If you come to us from outside your own G.P.'s area we will advise you of your choice of G.P. locally and support you to register with the local GP. If you need to consult with your doctor at his surgery and if your family, or significant others, are not able to attend with you, you will be supported by staff members. Alternatively staff can arrange for your Doctor to visit you at Mayfield Court in the privacy or your own room.

Medication

Residents who wish to administer their own medication may do so but will be required to undergo a risk assessment to ensure that they can do so safely. All other Residents will receive their medication from staff that are trained in safe drug administration. All residents have their personal medication stored in locked cabinets in their own rooms.

Care plans are regularly monitored reviewed with the resident/families/significant others.

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Fire Safety

Mayfield Court complies with all Health and Safety regulations and has all the correct fire safety equipment and procedures in place. However we need to be sure that you will be safe in the event of a fire and will therefore complete a Personal Risk Assessment to assist our staff to ensure your safety. You will receive training on your personal fire risk assessment and fire training is held regularly at residents meetings

All residents have training on health and safety, fire evacuation & safeguarding vulnerable adults at residents meetings and there is a resident representative at the health and safety meetings.

All staff have a thorough knowledge of the layout of the home and fire exits all have received fire training which is updated 3 monthly to ensure that they can assist you to a safe area should we need to evacuate the home.

There are certain policies and procedures we would appreciate you adhering to such as keeping fire doors closed and respecting the No Smoking policy at Mayfield Court as these are in place for your safety. In the event of an emergency at Mayfield Court there is a formal emergency plan, which would be implemented by staff. This plan will be discussed at residents meetings.

Religion

Residents are supported and encouraged to attend the church of their choice within or outside of Mayfield Court. Residents who wish to meet with their church representatives within the home may do so in the privacy of their room or a private room in communal areas can be arranged.

Pets

After consultation with the residents a No Pet Policy has been implemented at Mayfield Court.

Telephone

The main telephone at Mayfield Court is available for residents to receive incoming calls only. Residents may have their own private line but payment of all bills is the responsibility of the Residents

Mail & Personal administration; Personal finances

Residents who are able are encouraged to deal with all personal administration independently, or with the help and support of family, friends or significant others.

Residents who require staff support will receive this support from the staff, which will maintain the the appropriate documentation.

Bereavement

In the sad event of bereavement the families of residents will receive every possible support and consolation from the staff. For residents who have next of kin funeral arrangements will be undertaken by the family – staff will assist when necessary. Where there is no next of kin Mayfield Fellowship will attend to all necessary arrangements.

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Quality Assurance

At Mayfield Court there is a robust quality assurance monitoring system in place that demonstrates compliance with the Essential Standards of Quality & Safety under the legislation monitored and reviewed by the Care Quality Commission. The quality assurance system in place at the home demonstrates compliance with Local Authorities purchasing contracts.

The Quality Assurance system in place monitors and reviews service and care delivery at Mayfield Court that demonstrates residents/families/stake holders/members of the multi disciplinary team and staff involvement in care and service delivery.

The Quality Assurance Manager consults with residents/family or significant others on the services provided at Mayfield Court. This is carried out throughout the month via questionnaires. This also offers residents a confidential route to enable them to raise any concerns they have in a safe environment.

Concerns and Complaints

Whilst the staff team will make every effort to ensure that residents enjoy their time at Mayfield Court and endeavour to deliver a high standard of care; we recognise that from time to time things can go wrong. In this instance we will;

- Respond sensitively and promptly to any complaints
- Try to resolve the complaint straight away without the need for a formal complaint
- Treat all complaints confidentially, fairly and equally
- Provide a simple, clear and accessible Complaints Policy and corresponding procedures to be followed.

Our Complaints Policy gives more information about our complaints procedure, and is available in reception area and resident/visitor notice boards.

Advocacy

The home recognises the residents' right to request an independent individual who can advise them or speak on their behalf and can express the individual residents' wishes or beliefs.

Residents will be supported to access the services of an independent individual by staff at Mayfield Court for example from Advocacy Services, family, significant others or members of the multi disciplinary team.

Safeguarding

Statement of Commitment

Mayfield Fellowship recognises that the residents who live at Mayfield Court have the right to live their life free from violence, fear, neglect and abuse. That all adults have the right to be protected from harm and exploitations; the right to independence which the Fellowship recognises involves a degree of risk.

Mayfield Fellowship is committed to making sure the Policy & Procedure is operational by:

- Ensuring that there is a consistent and effective response to any concerns, allegations or disclosure of Abuse in line with Liverpool and Sefton Social Services Safeguarding Adults.

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- Mayfield Fellowship recognises their role is that of an alerter and will contact Liverpool Social Services and Care Quality Commission to report any incidences of abuse.
- That Mayfield Fellowship will support staff in reporting incidents of Adult Abuse in line with the Fellowships Policies & Procedures on Whistle Blowing and Harassment.
- Will strive to prevent Abuse happening at Mayfield Court by having an "Open Culture"
- Mayfield Fellowship will achieve this through staff training on "Safeguarding Adults" and adult protection procedures,
- Mayfield Fellowship will ensure staff have a knowledge and understanding about adult protection and their role as a Alerter.
- Mayfield Fellowship will work in partnership with other agencies
- Mayfield Fellowship will continually monitor and evaluate our own care practices
- Create and maintain a safe environment at Mayfield Court.
- As part of our recruitment and selection process all staff are DBS and ISA checked prior to employment.

RESIDENT INVOLVEMENT

Residents Meetings/Consultation

Residents meeting are held approximately 4-6 weekly. Residents at Mayfield Court have their own elected Chairman and Secretary. Meetings are a great opportunity for both staff and residents to get together and discuss various items. Chief Executive or her representative attends all meetings and consults with residents on all services that are delivered at Mayfield Court.

Families/significant others are welcome to attend residents meetings and their views and feedback are appreciated.

Time and date of residents meetings are placed on the residents notice boards in communal areas. Minutes of the meetings are available on the notice board. Residents/families or significant others can request individual copies if they wish to do so. There is regular and meaningful consultation with residents at the home to ensure they are involved in the day to day decisions that affect their, care, support and environment.

Care Ambassadors

Residents at Mayfield Court are active within Knowsley and Liverpool community working as Care Ambassadors with the Liverpool Social Care Partnership.

Recruitment and Selection Committee

Management at Mayfield Court recognise the essential need to recruit the correct people whose values and behaviour reflect the organisation's aspirations and fundamental approach to the provision of care. To achieve this we have a large group of residents who bring different life skills to the residents recruitment and selection committee. Members of this committee are involved in the interview and selection process of all new staff. This is an integral part of recruiting the right staff group to care for the residents who choose to live at Mayfield Court.

In January 2017 comments from residents who were involved in the recruitment and selection process said "I liked it very much, it gives you a choice of who I would like working in our home. The managers listen to our view". "It is a brilliant process, we can get involved and have a say who works here". "I like it because we get a choice who works here because we get involved and are listened to".

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New Staff Recruited In November 2016 Comments Include

“It was good to get to meet the residents who you would be caring for and get to answer their specific questions”.

“I think it’s good that the residents have a say who works in their home. I found it a really good experience”.

Activities/Holidays

We have full time and part time activity organisers who work with the residents at Mayfield Court and who supply a very varied entertainment programme. This programme also supports and facilitates residents to take the lead in running their own activities for e.g. bingo, social gatherings such as watching special events.

There are also opportunities for residents to be supported in going on holidays of their choice.

Regular activities include

- Newspaper and book club
- Bingo
- Quizzes
- Arts and crafts
- Various Outings including theatre trips, cinema, pub lunches and many more

Our Residents have experienced holidays in

- Spain
- France
- Scotland
- Blackpool
- Lake District
- Florida

Involvement in Organisational Documentation

Residents are encouraged and supported to be involved in the monitoring and reviewing of documentation relevant to the care and service delivery they receive. The review of this Statement of Purpose was undertaken in consultation with the residents at Mayfield Court. These are some of the residents comments received in January 2017:-

Donald Woodall This is my home, I am happy here.

Violet Jenkins I like the staff here.

Billy Cooke We can get involved with all aspects of the home.

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Useful addresses:

Care Quality Commission

Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

Inspection Report

Copy attached.

Local Authority Social Services Department

Liverpool Social Services – 1 – 7 Broughton Terrace, West Derby Road, Liverpool L6 1AE.

Health Care Authorities

Care in the Community, Burlington House, Crosby Road North, Waterloo, Liverpool L22 0LG

THIS INFORMATION IS AVAILABLE IN LARGE PRINT; BRAILLE; AUDIO OR IF YOU HAVE ACCESS TO A COMPUTER IT CAN BE “E-MAILED” TO YOU OR IS AVAILABLE IN DISC FORMAT.



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View of Residents who live at Mayfield Court:

Billy Cooke:



The atmosphere here is so good; staff constantly interact with us to develop our ideas and characters.

I am involved in the recruitment and selection process at the home I don't always agree with the chosen candidate but do feel my views are listened to and valued.

In December 2012 my brother received a questionnaire regarding staff recruitment and he commented that he knew about my involvement on the committee and feels there is a good choice of staff at Mayfield Court.

January 2014

January 2017

Mayfield continues to enable us to get involved with all aspects of the home.

Mayfield Court Residential Care Home
STATEMENT OF PURPOSE/SERVICE USER GUIDE

View of Residents who live at Mayfield Court:

Stephen Hunt:



Our home looks after us so well and the staff here are so brilliant – even the chef talks to us daily to find our likes and dislikes.

The staff last summer assisted me to achieve my wish to go to the Paralympics in London. What an experience this was and the two staff members who took me could not have done any more to make this experience any better.

January 2014

January 2017

I continue to be happy living at Mayfield.

Mayfield Court Residential Care Home STATEMENT OF PURPOSE/SERVICE USER GUIDE

View of Residents who live at Mayfield Court:

Matthew Adeniran:



The fact that the home is well run makes it unique. I feel that the staff genuinely care about us. Before I found this place I viewed a few homes where the Residents were just left in front of the TV, whereas we have a lot going on here, there is always a different activity to get involved in.

The staff do their best to fulfil our needs as best and as quick as they can. Its just brilliant!
I think all staff deserve an award.

May 2015

January 2017 – I have got nothing more to add – still feel the same as above.

Mayfield Court Residential Care Home STATEMENT OF PURPOSE/SERVICE USER GUIDE

View of Residents who live at Mayfield Court:

Sian Van Wyk De Vries:



This home is a Brilliant place to live, it's well equipped to fit a variety of different needs and disabilities.

The carers are the best in the world, all staff are amazing! We are all treated as individuals and all of our likes and dislikes are taken into account.

The home is all on one level which makes it easy for everyone to get around and all of our flats and rooms are styled to our taste. It is simply wonderful.

May 2015

January 2017 – It is still a wonderful place to live.

Mayfield Court Residential Care Home
STATEMENT OF PURPOSE/SERVICE USER GUIDE

View of Residents who live at Mayfield Court:

Violet Jenkins:



I am very happy here, I can listen to my CD's all day if I want to in the Gallery area and in my room.

I have a laugh with all the Residents and let them listen to my music with me, we love it. I get to sing my favourite song on the Karaoke when we have parties and BBQ's.

The care staff paint my nails pink whenever I ask them to, it makes me really happy!

May 2015

Mayfield Court Residential Care Home STATEMENT OF PURPOSE/SERVICE USER GUIDE

View of Residents who live at Mayfield Court:

Alan Wild:



I really like living here, I like being able to sit and talk with my friends in the Gallery.

My favourite thing about living at Mayfield is that in the summer we go to the Albert Dock for ice cream, the Albert Dock is my favourite place to go so I love it when it starts to get warmer.

This year I also got to decorate my room red and white because I support Liverpool, I love it, it is exactly what I wanted!

May 2015

Mayfield Court Residential Care Home STATEMENT OF PURPOSE/SERVICE USER GUIDE

View of Residents who live at Mayfield Court:

Stan Vick



I love living at Mayfield Court because every year we get to go to the Southport Flower Show and every year I get to buy a plant and the housekeepers help me to water and look after it until the next year when I buy a new one.

I love going out with the staff at Mayfield, we go for pub lunches at Otterspool all the time.

May 2015

Mayfield Court Residential Care Home STATEMENT OF PURPOSE/SERVICE USER GUIDE

Views of Mayfield Court by Mrs. Hoyle – mother of David Singer – resident.

I was very impressed by the assessment carried out prior to David's going to live at Mayfield Court. His former place of residence had prepared a full care programme for David, and several members of staff from Mayfield visited David in his last home to meet him and to assess how best to manage his care.

Once David moved to Mayfield Court, where David was given an excellent bed-sitting room, with every possible aid necessary for his care, he responded in an unexpected way by, apparently, changing his attitude to life. Mayfield staff responded to this, rather than being guided by the previous care programme. As a result, David has matured and developed, and whenever I see him, I find a contented, happy man, comfortable "in his own skin" and far more responsible than I could ever have expected.

I am so grateful that David has been fortunate enough to be accepted into a lovely home where he is obviously very well cared for, and where, thanks to the care and attention of the staff, he has developed a happy, out-going personality that is a pleasure to see.

Bobby Hoyle.
June 2007.

It is now over 6 years since David arrived at Mayfield. It is a joy to see him interacting with his Mayfield family and for me to enjoy the wonderful welcome from both residents and staff. We are truly blessed.

Bobby Hoyle
October 2011

On Thursday 6th December I visited David Singer during the afternoon – my first visit for 6 months. The small lounge, the garden room and the gallery had been so beautifully re-decorated, which in itself was most impressive. However, even more impressive was the way in which the staff served tea and coffee to David and one other client who was with David. Both men were asked, so politely, whether they would like tea, after which they were offered a large basket with a choice of crisps, bananas or biscuits. The "service" was so good I felt I was in a 5 star hotel.

I think the staff should be highly complimented on the manner in which the care for their clients. A huge "Bravo" from a very happy parent.

Bobby Hoyle
December 2012

I as a parent of a resident at Mayfield Court am consulted in what is going on. I cannot fault staff or residents and although my daughter doesn't have much conversation or confidence, myself and family are content in knowing she couldn't be in a nicer place.

We are really happy in the knowledge that my daughter is being looked after in such a lovely place with amazing staff – thank you.

Mrs M McKay
October 2010

Mayfield Court Residential Care Home STATEMENT OF PURPOSE/SERVICE USER GUIDE

A year on I still remain extremely happy with the care my daughter receives at Mayfield Court. I still cannot fault the amazing care my daughter receives from the staff and appreciate the lovely place Mayfield Court is that she can call home. After a recent admission to hospital we were much relieved for her to return to her home for her to be continually cared for by the staff at Mayfield Court.

Mrs M McKay
October 2011

I remain heavily involved with Mayfield Court. I feel that when I come into the home I am going into a big house and that everyone is an extension of my family.

Mrs M McKay
February 2013

Comments received from Dr Declan Hyland, SHO in Psychiatry from Professional Visitors to the Home Questionnaire:-

I have been very impressed with the environment created for the resident of Mayfield Court whenever I have visited. The residents I have encountered during each of my visits always look to be very content. I would highly recommend Mayfield Court as a placement.

February 2013

My latest visit to Mayfield has been on the occasion of my sons 50th birthday. I come to visit David (Singer) from our home in France every 6 months, and on every visit I am even more impressed (if that is possible) by the warmth, love, care and attention that is given, not only to David, but to every resident at Mayfield Court. The excellent atmosphere is palpable, and on this occasion, I have been overwhelmed by the amazing effort of staff and residents to give David a wonderful 50th birthday party. David could not be in a better place. Thank you.

Bobby Hoyle, 25th March 2015