

# STATEMENT OF PURPOSE



'A home for gentle folk'



**HATFIELD HAVEN RESIDENTIAL DEMENTIA CARE HOME  
STORTFORD ROAD  
HATFIELD HEATH  
BISHOPS STORTFORD  
HERTS CM22 7DL  
TELEPHONE: 01279 730043**

**E.Mail: [admin@hatfieldhaven-dementiacarehome.co.uk](mailto:admin@hatfieldhaven-dementiacarehome.co.uk)**

**Website: [www.hatfieldhaven-dementiacarehome.co.uk](http://www.hatfieldhaven-dementiacarehome.co.uk)**

**Hatfield Haven Residential Dementia Care Home  
Statement of Purpose**

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This document has been written in accordance with the  
Health and Social Care Act 2008  
A copy of our latest inspection report is available on request.

## **ABOUT HATFIELD HAVEN**

Hatfield Haven is a specialist, Independent Dementia Care Home for adults aged over 65, with residential and dementia care needs.

The home is set in a quiet rural location near the M11, between Bishops Stortford and Harlow.

The spacious, peaceful environment together with our dedicated core team led by our Registered Manager produces a positive track record – reduced behavioral and psychotic symptoms of dementia and challenging behavior, beneficial for service users with advanced dementia.

We offer 20 residential places all en suite single bedrooms and 1 double room-, short-, medium- and long-term placements including emergency/crisis, respite care and planned respite care are accommodated.

The home is set in the quiet location of Hatfield Heath and local towns are Bishops Stortford and Harlow, both easily accessed with public transport.

We take referrals from throughout the UK.

### **Philosophy, Values and Purpose (including Aims and Objectives)**

- To provide a secure stable and comfortable environment where individual care and maintenance of dignity is paramount.
- To provide a high standard of person-centred care in order to meet the physical, psychological and social needs of individuals using the service.
- To stimulate and maintain physical and mental activity and promote the social wellbeing of people living at the home.
- To provide an excellent standard and choice of food with a daily menu offering a variety of foods and promote good nutrition and healthy eating.
- To ensure that residents have the right to have their cultural, religious, sexual, emotional and any other needs accepted and respected.

- To ensure full compliance with the Essential Standards and offer excellent quality of care.

The aim of care at Hatfield Haven is to assist residents in acquiring the emotional, psychological, social, and practical skills needed to enable them to enjoy the quality of life they aspire to. The central focus of our caring is to promote the wellbeing and fulfillment of our residents, in a trusting relationship. This includes individual sessions with members of the staff team, attendance at activity, therapy sessions and daily living skills within and outside the home. Attendance is based upon individual support plans and health outcomes that are agreed with the resident and relevant members of the team. These activities have therapeutic, leisure and or occupational aims.

Residents are encouraged to make positive contributions to the formulation and implementation of their person-centred support plans secure in the knowledge that they will be listened to and their views treated with respect. Similarly, all members of staff, regardless of status are free to express their opinions and make suggestions and/or encourage constructive criticisms.

### **Homeowner/Director/Nominated Individual for CQC Registration**

Name: Salim Dhalla/Hatfield Haven Care Home

Address: 7 The Parade, Sudbury Heights Avenue, Greenford,  
Middlesex UB6 0LZ

Telephone: 02089008598

Email: [salimdhalla@havencarehomemanagement.co.uk](mailto:salimdhalla@havencarehomemanagement.co.uk)

Hatfield Haven is part of **Haven Care Home Management** who is well experienced in this field having over 12 years' experience in this sector and exceptionally operational director has a hands-on approach in all of the homes providing strategic assistance and support.

The company has over 14 years of history and expertise in purchasing distressed homes and turning them around. The first home, Hatfield Haven was purchased in 2006, the second home Beech House was purchased in 2007, the third home, The New Grange in 2009, The fourth Langley Haven in 2012 and finally Hatley Court Haven in 2016. Over the years the Management Company has developed expertise in planned acquisition of distressed and

failing homes, working together with existing providers, CQC and Local Authorities and developing the homes in such a way that they retain individual ethos, characteristics and reflect the needs and expectations of the residents living in each of them. The home has received full compliance status from CQC in the last report and the testimonials we receive reflects this.

Haven Care Management worked with the staff to build up the home's reputation and their ability to successfully support residents with severe and complex health needs. Many improvements to the service and the building have been made over the years which include an extension of 6 new rooms, extended lounge and beautiful garden.

### **Registered Manager**

Name: Carol Tubby

Address: Stortford Road, Hatfield Heath, Bishops Stortford, Herts CM22 7DL

Telephone: 01279 730043

Email: [carol@hatfieldhaven-dementiacarehome.co.uk](mailto:carol@hatfieldhaven-dementiacarehome.co.uk)

Carol has more than 18 years' experience in care, working her way up through the system. She has experience of working as a carer, Senior Carer, Head of Care and home manager in care homes. She has experience of Dementia people. In addition, she has taken many courses and training in dementia management. She has got the NVQ qualifications in leadership and management in Social Care and Registered Managers Award in Health and Social Care. She has lots of good practice, skills, and experiences in order to support residents and staff at Hatfield Haven Care Home.

Carol understands the challenging needs of a care home, the need to have continuity of staff, and a staff group who feel supported through training, supervisions, and appraisals. All staff at care home needs extra training to understand dementia and person-centred approach of dementia care needs. Staff are always aware to promote independence and self-respect of residents by acknowledging their rights and their preferences.

Hatfield Haven Care Home is committed in safeguarding our residents' privacy, dignity, and confidentiality. We ensure empowerment of our residents by involving them in care planning, reviewing and action plan. We involve our residents, relatives, and family/friends to get information to understand how to meet their care needs.

Carol believes in transparent and therapeutic working relationships with multi-disciplinary team members like GP, Social Workers, District Nurses and others in order to deliver holistic care to our residents. Honest and effective communication is vital to building confidence and trust while working together with local authorities, safeguarding team and CQC inspectors. She is dedicated and totally committed to her job and responsibilities.

Proportion of working time spent at Hatfield Haven location: 40 hours.

### **Support Team**

Name: Maria Gregorio (Day Senior)

Address Stortford Road, Hatfield Heath, Bishops Stortford,  
Herts, CM22 7DL

Telephone: 01279 730043

Maria joined Hatfield Haven in 2017 as a Senior Carer. Prior to Hatfield Haven, she worked in other care homes. Maria has NVQ qualifications in health and social care. Maria manages and coordinates day-to-day activities within the service. Ensures that all services are delivered within the framework of the company's core values and in Policies and Procedures. She ensures that services are of a standard which meet standards set by regulatory bodies, including CQC, NICE guidelines and other relevant legislations. She deploys staff in a way that it meets the holistic needs of the people we support.

She has a good therapeutic relation with local authorities, GP, District Nurses, and other MDTs. Maria liaises with Tracy and Penny to meet the needs of our residents.

Name: Tracy Last (Day Senior)

Address Stortford Road, Hatfield Heath, Bishops Stortford, Herts,  
CM22 7DL

Telephone: 01279 730043

Tracy joined Hatfield Haven in 2019 as a Senior Carer. Prior to Hatfield Haven, she worked in other care homes. Tracy has NVQ qualifications in health and social care. Tracy manages and coordinates day-to-day activities within the service. Ensures that all services are delivered within the framework of the company's core values and in Policies and Procedures. She ensures that services are of a standard which meet standards set by regulatory bodies, including CQC, NICE guidelines and other relevant legislations. She deploys staff in a way that it meets the holistic needs of the people we support.

She has a good therapeutic relation with local authorities, GP, District Nurses and other MDTs. Tracy liaises with Maria and Penny to meet the needs of our residents.

Name: Penny Clark (Night Senior)

Address Stortford Road, Hatfield Heath, Bishops Stortford, Herts,  
CM22 7DL

Telephone: 01279 730043

Penny joined Hatfield Haven in 2019 as a Senior Carer. Prior to Hatfield Haven, she worked in other care homes. Penny has NVQ qualifications in health and social care. Penny manages and coordinates day-to-day activities within the service. Ensures that all services are delivered within the framework of the company's core values and in Policies and Procedures. She ensures that services are of a standard which meet standards set by regulatory bodies, including CQC, NICE guidelines and other relevant legislations. She deploys staff in a way that it meets the holistic needs of the people we support.

She has a good therapeutic relation with local authorities, GP, District Nurses, and other MDTs. Penny liaises with Tracy and Maria to meet the needs of our residents.

## **The Staff Team**

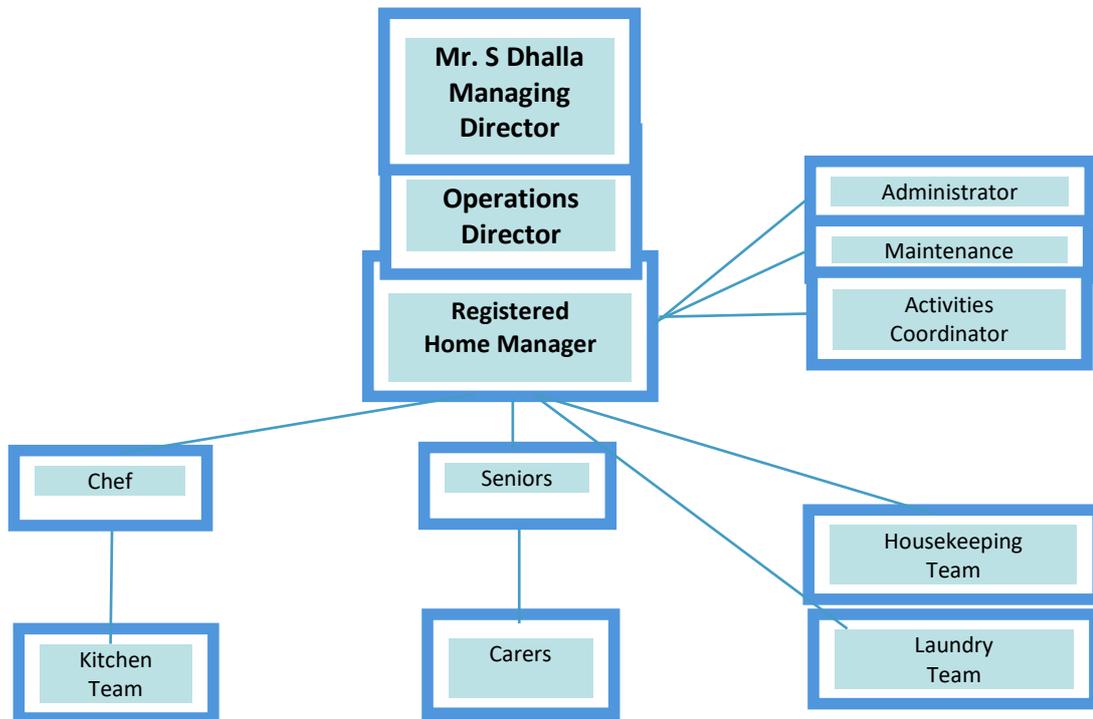
Our staff team comprises a Registered Manager, Seniors Care Assistants, Activity Coordinator and Health Care Assistants. We also have Chef, Kitchen Assistants, Housekeepers, Laundry Person, Maintenance Person, Gardener and Administrative staff. We also engage specialist workers therapists providing input, both on and off-site, in subjects such as arts and crafts and music.

Staff is selected for experience, qualifications, and relevant qualities and for their personal interest. They are screened and checked according to the requirements of the Health and Social Act 2008.

All care staff undertakes an individual induction training program, implemented in line with The Care Certificate Standards for Social Care (Adults, England). In addition, we provide ongoing trainings.

We also send staff on external training courses and other relevant courses appropriate to the client group.

## Home Organisational Structure



## Accommodation

A converted Victorian building, on ground level, Hatfield Haven houses 21 bedrooms in two levels all of them are ensuite. All levels can be accessed by passenger lift. In addition to the ensuite facilities, there are four toilets, two showers (both are easy access wet rooms) and one bathroom on the first floor.

The average living space is considerably greater than required by the National Minimum Standards (NMS), which are monitored by the Care Quality Commission (CQC),

All bedrooms are over ten square metres, the NMS, with one exceptionally large room of 15.0 sq. m.

As a home that accommodates people with dementia, all our external doors and stair doors are secured with electronic key codes. We do minimize as far as reasonably possible, and each resident and their environment are risk assessed in relation to their behavior as well as the general environment.

## **Communal Areas**

Communal Rooms:

A large communal lounge

Smaller quiet lounge

Freezer Room

Group Session/meeting/hair dressing

Dining Room

Kitchen

Staff Room

Laundry Room

Food Storage and

Hatfield Haven's average communal space per resident is above 6.5 square metres, well in excess of the national minimum standards,

Our beautiful, enclosed garden is available for residents to use. We encourage residents to assist with the planting of flowers in the garden and hanging baskets and for them to enjoy the sight and scent of these when sitting out in this area.

Recent home improvements include external decorating, complete refurbishment and decorating of the corridors, lounges, dining area and all bedrooms up graded and decorated and whole home new flooring.

## **Referral and Admission**

Following a referral, the manager undertakes a pre-admission assessment that is usually carried out in the prospective resident's current place of residence. The next stage is an invitation to the prospective resident, carer/family members (if appropriate) and his/her care coordinator/s to make an informal visit to sample the home's atmosphere. Assuming this visit is positive, the individual can then return for a day (or if funding is approved) when there is further opportunity to meet other residents and staff providing an opportunity to make informed decisions about the services on offer. Provided all parties agree that a placement at Hatfield Haven is in the best interests of the individual, the Registered Manager then confirms this in writing to the individual and Care Coordinator. Funding is then confirmed with the presenting authority/provider.

New residents are given our 'Residents Guide' which sets out our aims and objectives, philosophy of the home, the services, and facilities we provide and our terms and conditions of stay.

On admission, the resident works with an appropriate member of the care team to formulate a Support Plan individually tailored to meet the resident's needs and compatible with the CPA and risk assessment.

All placements are for an initial trial period of six weeks and this can be extended if required.

### **Financial Arrangements and Fees**

The fees charged are dependent on the care package and needs of the individual.

Fees are usually paid by the resident's originating funding authority or county council.

Fees can also be paid for privately by the resident.

Specific information is available from the Management Team.

### **Fees – (Included)**

- Care assessment and monitoring
- Trained staff in 24-hour attendance
- Medication administration and monitoring
- Group sessions and individual sessions on activities
- Good home cooking – three meals a day
- Drinks and snacks
- Provision for special diets
- Arranged outings for service users.
- GP and consultant visits
- Furnished single room with ensuite toilet and washing areas.
- Laundry facilities
- On site activities and therapies organized by a dedicated activity coordinator e.g., music entertainment, gardening, arts and crafts, animal therapy, games, and quizzes.

- Offsite activities and trips – visits to zoo, seaside, garden centres and coffee shops etc. (resident contributes towards entrance fees on trips)
- Social celebrations
- TV License

### **Fee – (Not Included)**

- Personal effects e.g., tobacco, personal toiletries, clothing
- Personal trips
- Taxi services
- Fees for outside courses
- Hairdressing
- Annual holiday
- Chiropodist
- Newspaper, magazines

### **Leaving or Temporarily Vacating**

If a resident wish to be discharged from the home, four weeks' written notice must be given of this intention, or four weeks' fees paid in lieu of notice. If a resident temporarily moves out of the home (e.g. to receive hospital treatment), the bed is retained for that period and the fee should be paid in full. In the case of authority funded residents, the Proprietor reviews the retention period in accordance with the contract between the funding authority and Hatfield Haven.

### **Therapeutic Activities**

The home's activities and groups consider the residents' interests, skills, experiences, needs and medical conditions. The home offers a range of programs designed to encourage the resident to keep active. Individual and group sessions may include the following, although this list is not exhaustive:

- Objective setting
- Individual activities
- General reading session
- Animal therapy or other complementary therapies
- On and offsite activities such as arts and crafts, music, gardening, exercise etc.

Staff encourages residents to pursue their hobbies and interests and assist with college placements and/or voluntary work where relevant. We provide

various equipment and games for residents' use including cooking, gardening, and outdoor activities.

## **Outings**

Outings are geared to individual residents' desires, needs and capabilities and therefore, usually in small groups or individually.

Examples of outings:

- Cinema, theatre
- Art galleries and museums
- Day trip to the seaside
- Shows, fairs and fetes.
- Garden Centre
- Countryside walks
- Wildlife parks and zoo
- Seasonal celebrations

## **Care/Support Planning**

The agreed Support Plan provides the basic framework for treatment of specific mental and physical health problems including outcomes. It also provides the structure for acquiring knowledge of daily living skills and general health issues. All residents are given a copy of their Support Plan, which they can sign in acknowledgement of the course of action they are being asked to take in collaboration with their key worker team.

Support Plans are evaluated at the end of the four-week settling in period and revised as deemed appropriate by the staff team in consultation with the resident. The plans are discussed at formal meetings, which take place regularly, providing an opportunity for all professionals to get together with the resident to review their progress.

With the resident's approval, relatives are encouraged to be involved in the resident's care as far as it is practicable, and they are invited to formal reviews in consultation with the resident. Residents and their relatives are always welcome to chat with a member of staff if they have any suggestions or concerns.

## **Risk Assessments**

Risk assessments and crisis management plans form part of the Support Plan. They document, past and current issues, informing staff should there be potential areas of concern. Detailed documentation with clear strategies is agreed with the resident to enable them to have as safe and as positive a stay at Hatfield Haven as possible.

## **Contact with Family and Friends/Advocacy**

Residents' family, relatives and friend are encouraged to visit the resident regularly and maintain contact by letter, email or video call and telephone when visiting is not possible. In these cases, staff assists the resident to respond where help may be needed.

Visitors are welcomed at all reasonable times and we ask them to respect residents' individual activity. They are asked to let staff know of their arrival and departure from the home.

There are no overnight facilities for visitors at the home. There are plenty of good guesthouses nearby and staff can advise of their location and help make arrangements.

Residents have the right to refuse to see any visitor and this right will be respected and upheld by staff who will, if necessary, inform the visitor of the resident's wishes.

Hatfield Haven has close links with the community older people's mental health team based in Stansted and will support any resident who wishes to use this or other advocacy services including the Independent Mental Capacity Advocate Service (IMCA).

## **Monitoring and Quality**

An important part of our quality is to involve the residents and their relatives. We ask for comments on the home, the staff, and services we provide. This survey is usually carried out annually by Hatfield Haven Care Home. A copy of the report is available on request.

A Quality Assurance Assessment is undertaken in accordance with CQC regulations using an appropriate professional.

## **Meals**

We provide:

- Freshly made meals from scratch most days, eliminating the need for additives or extensively processed foods
- A menu which includes fresh fruit, vegetables, and fish

Menus are varied and special diets catered for. We accommodate residents' preferences regarding meals where possible including favorite meals/foods.

Staff are encouraged to undertake Food Hygiene certification.

Tea, coffee, and other hot drinks are available 24 hours a day. Visitors are also catered for.

## **Housekeeping and Chores**

Residents are expected, with the support and guidance of staff members, to take responsibility for their personal belongings and to keep their own room clean and tidy. While respecting their privacy and dignity and for Health and Safety reasons, staff will, with the resident's agreement carry out checks on the condition of bedrooms.

We have housekeeping staff that ensure communal living areas are tidy and we encourage residents participate equally according to individual ability and with the assistance of staff.

The home has a laundry facility and a laundry staff to support with washing, ironing and ensuring that residents clothes are tidy and clean.

## **Insurance**

Hatfield Haven provides limited insurance cover for residents' belongings. If a resident has items of great value, they are advised to arrange their own insurance cover.

## **Telephone**

There is a cordless telephone available in the office for outgoing and incoming calls.

## **Medication**

At Hatfield Haven we recognize the importance of medication in the effective treatment of illness, and we ensure that the highest professional standards are adhered to in the storage, administration, monitoring and disposal of medicines.

On admission, all residents have their medication administered by our support workers who, along with our manager, monitor its effects in conjunction with the resident. We use Monitoring Dosage System. Staff organize medication for leave periods with the pharmacist.

Each resident's medication is reviewed at regular intervals. If changes are needed between reviews, a referral is made to the residents' consultant and/or GP.

Should a resident wish to self-medicate, provided that it is consistent with their risk assessment and Support Plan, they will be encouraged to do so.

Any resident may request to see a doctor in private if they wish.

## **Religion (Worship/Attendance at Religious Services)**

Residents may attend religious services either within or outside the home, as they so desire. If services are outside the home, the resident should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany residents on specific occasions if staffing levels permit.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room is made available for such meetings.

## **Smoking, Alcohol, and Illicit Substances**

There are designated areas with the facility including a designated smoking area. Smoking is not permitted in residents' bedrooms or in any other areas inside the home.

Alcohol is not permitted at Hatfield Haven except for special occasions under staff supervision.

As part of the terms and conditions of stay, non-prescribed or street drugs are not permitted during the placement.

## **Pets**

The acceptance of residents' personal pets is considered by the management on a case-by-case basis. If agreed, it will be subject to our dedicated pets' policy (available on request) and an individualized pet care plan will be devised which the resident will be expected to take responsibility for.

## **Complaints Procedure**

Our aim is to provide the highest standards of care and service to our residents. To ensure that the service we provide matches your needs and expectations, we welcome any comments you may care to make.

We recognize that there may be times when we fail to match our and your expectations. If this happens, we will try to resolve any concerns you may have as soon as possible. Often people feel happier about suggesting for improvement rather than entering a more formal complaint.

Anyone receiving services and their friends and family may suggest at any time. In the first instance you should speak to the registered manager or assistant manager at the Home. However, we also have a comments/suggestions box that you can use if you wish. Comments/suggestions can be left anonymously if you wish. Any action required will be communicated to you if you provide your contact details.

Hatfield Haven assures you that residents and their families will not have their services withdrawn/reduced for making a complaint in good faith. However, if

you wish to make a complaint at any time, the following outlines the action you should take and how we will respond.

A complaint may be made verbally, in writing or by e mail to the Registered Manager.

1. If possible, please discuss the problem with the registered manager who will do her best to resolve the problem immediately.
2. In her absence, please approach the senior staff member on duty, or put your complaint in writing to:

**Hatfield Haven Residential Dementia Care Home  
Stortford Road  
Hatfield Heath  
Bishops Stortford  
Herts  
CM22 7DL**

The Registered Manager will look at each complaint and will identify an appropriate person to investigate.

3. If a complaint is made verbally then a written record will be made, and a copy of the written record will be sent to you by letter or e mail within 3 days.
4. All complaints will be acknowledged within 3 working days and you will be given the name of the person investigating the issues raised.
5. All complaints will be investigated by a person with enough seniority to resolve the issues and you will be kept informed as far as reasonably practicable, with regards to the progress of the investigation.
6. The expected time for complaints to be dealt with will be 28 days. We aim to conclude all complaints within 6 months unless a different deadline is agreed during the 6 months for a reason.

7. If we uphold your complaint, we will tell you what action we are taking to put matters right and to ensure as far as possible similar issues do not re-occur.
8. A complaint will not be considered if it is made later than 12 months after –
  - The date on which the event occurred.
  - If later, the date on which the event came to the notice of the complainant.

The time limit will not apply if Hatfield Haven are satisfied that –

- The complainant had good reasons for not making the complaint within that time limit. And:
  - Despite the delay, it is still possible to investigate the complaint effectively and fairly.
9. Should any matter raised suggest possible abuse or neglect may have occurred, we will immediately refer the matter to social services, who have a legal responsibility to act as the lead agency in investigations relating to suspicions of abuse under the Safeguarding of Vulnerable Adults procedures.
  10. Hatfield Haven may invoke their staff disciplinary procedures where a complaint indicates that our staff may have been directly at fault. The Registered Manager or Assistant Manager is available if you require assistance with the understanding of the complaint's procedure or any advice on where you may find further information.

For further advice or support you can also contact:

**Age UK Information & Advice on Freephone 0800 678 1602**

**Action on Elder Abuse 0808 808 8141 helpline**

Providing a national, free phone helpline for anyone concerned in any way about the abuse of older people, whether in their own homes, sheltered housing, care homes and hospitals.

Their lines are open: Monday to Friday, 9am – 5pm.

If your care is funded by the Local Authority and you feel unable to discuss the problem with the Registered Manager, please contact:

**Adult Help Desk**  
**Essex County Council**  
**County Hall**  
**Market Road**  
**Chelmsford**  
**Essex CM1 1QH**  
**0345 743 0430 – Essex County Council**  
**0345 603 7627 – Social Services**  
**0345 603 7630 – Health and Social Care**

They may investigate your complaint on your behalf and provide a response directly to you or if required will provide a joint response to a complaint. Once your complaint has been fully dealt with by Hatfield Haven if you are not satisfied with the outcome, you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed.

The LGO provides a free, independent service. The LGO Advice Team can be contacted for information and advice, or to register your complaint:

**Telephone: 0300 051 0614**

**Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)**

**Website: [www.lgo.org.uk](http://www.lgo.org.uk)**

The LGO will not usually investigate a complaint until the registered provider has had an opportunity to respond and resolve matters. They are unable to consider complaints where the complainant is instigating legal proceedings. Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers but is happy to receive information about our services at any time. You can contact the CQC at:

**Care Quality Commission**  
**National Correspondence**  
**City Gate**  
**Gallowgate**  
**Newcastle Upon Tyne**  
**NE1 4PA**  
**Telephone: 03000 616 161**  
**Website: [www.cqc.org.uk/contactus.cfm](http://www.cqc.org.uk/contactus.cfm)**

