



STATEMENT OF PURPOSE & RESIDENT GUIDE

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1. Statement of purpose

This document must be completed, regularly reviewed, and amended in order to comply with CQC requirements.

The Statement of Purpose has its own template available only via the Care Quality Commission website which from time to time is updated and amended.

On initial registration, you are required to complete and submit this form as part of the documentation. It then forms part of the information sharing process between you as a provider and the regulator.

There are 4 parts to the Statement of Purpose with separate Learning Disability and GP formats.

These cover;

1. Full contact details
2. Aims and objectives
3. Locations and separate forms are required for each location
4. Registered Managers details

These details must be kept up to date in order to comply with the legislation

You need to ensure that the Statement of Purpose is regularly reviewed and amended as appropriate. You amend the Statement of Purpose using the form contained within the notifications section of the CQC website.



2. Residents Guide Aims and Objectives of the Service

- **Rose Villa Care Limited** aims to provide the highest quality of care to our Residents, their families, or representatives.
- To always place the Resident first.
- To be courteous, polite, and empathic in all our affairs.
- To safeguard Residents and staff from harm or abuse.
- To deliver services which fully reflect the needs, wishes and preferences of our Residents.
- To promote and enhance the independence of our Residents
- To provide a service this is professional and trustworthy.
- To continually improve and develop the quality of staff and best practice by robust recruitment and selection policies and training and development of staff.
- To involve and listen to Residents, families, and representatives.
- To promote an ethos of values which respect the diverse and cultural differences of our staff, Residents, and the community



a. The Types of Services Provided

Rose Villa Care Limited is registered with the Care Quality Commission for the delivery of Regulated Services to adults, personal care with nursing.

The defined Regulated Activities are delivered to a wide range of Residents which include the following -

- Older persons (65+)
- Physical disabilities
- Dementia
- Sensory impairment

Rose Villa Care Limited provides a service which is tailored to the needs of the individual resident who can no longer manage to maintain themselves without support. Our support services include

- Personal care to include washing, dressing, bathing, toileting.
- Domestic duties to include washing up, cleaning, laundry etc.
- Social duties to include engaging with clients, enabling, motivating and friendship
- Monitoring duties to include medication, health related activities, recording appropriately tasks undertaken.

b. Accessing our Service.

You can contact Rose villa Care Limited by –

Email: enquiries@rosevillacare.co.uk

Telephone: 01489 885323

Call in to make an appointment: Rose Villa Care Home. 138 Brook Lane, Sarisbury Green, Southampton, Hampshire. SO31 7EW

services available via your local Authority Funded Residents.

Services available to self-funded Residents.

Services available to Direct Payment Residents.



- We always put the potential resident central to our assessment. A member of staff will either visit you in your own home or you can come along to Rose Villa and have an assessment and chat with a cup of tea and slice of cake. We like to involve not only the potential resident but family and friends who know you well.
- Assessments are available to suit your availability.

c. Delivery of Service

After completion of the care planning process Rose Villa Care Limited will ensure that all documentation is agreed and signed by all parties. Where applicable a contract will be issued.

d. Philosophy of Service.

Rose Villa Care Limited seeks to maintain and promote the independence of the individual and regards itself as an enabling rather than a doing provider. We strive to work with Residents, their families, or their representatives in order to deliver a tailored and individual service.

- **Self-Care statement.**

It is important that Residents and their families or their representatives engage with us in the promotion of self-care and independence of the Resident. We encourage our Residents to work positively with their assets whilst we assist with their deficits.

- **Infection Control statement**

As part of the new registration requirements the Department of Health issued a Code of Practice on Infection Control which Rose Villa Care Limited has implemented in full. Our infection control lead is responsible for ensuring our compliance in this area. From time-to-time infection incidents occur such as localised outbreaks of Norovirus or diarrhoea and vomiting which mean the imposition of safeguards to prevent further infection will need to be put into place.

Where practical, Residents, their families or representatives will be involved in any such discussions or arrangements to assist in controlling the further spread of infection.



As part of our registration and inspection regime we must comply with government legislation and our contractual obligations to Local Authorities. In addition, the protection and safeguarding of Residents is paramount.

- **Safeguarding Statement**

As part of our duty of care to Residents and staff their protection and safeguarding is at the core of all we deliver. From time-to-time incidents occur which need to be placed in a safeguarding context. When this happens Rose Villa Care Limited will work with multi agency partners, Residents and staff in any investigation which needs to take place. We are aware of how distressing such an investigation can be and will through support and assistance seek to minimise any such distress whilst fulfilling our duty of care and legal obligations.

- **Complaints Statement**

In order that we can continually strive to improve our services, complaints are a very useful barometer in evidencing the quality of our services. We therefore encourage residents, their families, or representatives to discuss openly with us any aspect of their care which in their experience falls short of the standards expected. Please do have the discussion and where we cannot resolve together the issue we will support and assist you in taking the matter further. We respectfully remind you that unless we know what is wrong, we do not have the opportunity to put it right.

- **Quality Statement**

As part of the Regulatory requirements of the Health and Social Care Act 2008 (Regulations 2014) we are required to assess and monitor the quality of our service provision for inspection purposes. From time to time we therefore need to assess the quality of service and we use questionnaires and audits to ensure that we are gathering the information required. By interrogating the data, we are able to present this in a way that evidences our compliance. Rose Villa Care Limited is aware of the difficulty of engaging Residents in quality monitoring and will seek with them to develop more initiative and user-friendly ways of measuring quality. All quality reports are available to Residents, their families or representatives on request and in a format suitable for their needs.



- **Statement of Business**

Rose Villa Care Limited was formed in 1986 the company has a senior management team or directors/partners who manage the business on a day-to-day basis

- **Full Name of the Service Provider: Rose Villa Care Limited – managing director and nominated individual – Mr Russell Welland**
- **The Registered Manager – Ms Amanda (Mandi) Riddle**
- **Office manager – Mrs Ann Roberts**
- **Rose Villa Care Limited**

138 Brook Lane, Sarisbury Green, Southampton, Hampshire. SO31 7EW

01489 885323

enquiries@rosevillacare.co.uk

- **The Care Quality Commission Location Number – 1-116372887**
- **Employer and Public Liability registration number - NEHIP1201409**
- **Data Controller and Information Commissioner Office registration – ZA561506**
- **Companies House registration - 06684040**

This Resident/ Resident Guide is available in different languages, Easy-Read format, Braille and audio on request.