



Statement of Purpose

Avan Limited
637 Newport Road
Rumney, Cardiff CF3 4FB
Tel: (029) 2040 8010
Fax (029) 2040 8001

www.brightsidemanor.org.uk
e-mail: **info@brightsidemanor.org.uk**



Brightside Manor Care Home is a trading name of Avan Limited
Company No: 8934796 Registered in England & Wales

Index

	<u>Page No.</u>
SECTION 1 : About the Provider	
1.1 Service Provider	1
1.2 Responsible Individual	1
1.3 Registered Manager	1
1.4 Name of Service	1
1.5 Address of Service	1
SECTION 2: Description of the Location of the Service	
2.1 Accommodation based services	2
2.2 Community based services	2
SECTION 3: About the Services Provided	
3.1 Range of needs we can support	2
3.2 Requests for Special Services or Treatments	2
3.3 Age range of people using the service	3
SECTION 4: How the Service is provided	3
4.1 Pre-admission Assessment	3
4.2 Emergency Admissions	4
4.3 Person Centred Care Planning	4
4.4 Key Worker System	4
4.5 Daily Activities	4
4.6 Maintaining Independence	4
4.7 Religious Activities	5
4.8 Language & Communication Needs	5
SECTION 5: Staffing Arrangements	
5.1 Staff Team	5
5.2 Staff Qualifications	5
5.3 Staff Development, Training & Appraisals	7
5.4 Supervision Arrangements	7
5.5 Daily Staff Levels	7
SECTION 6: Facilities and Services	
6.1 The Premises & Environment	7
6.2 Room Sizes	9
6.3 Security Arrangements & Use of CCTV	10
SECTION 7: Governance & Quality Monitoring	
7.1 Responsible Individual	10
7.2 Management Structure	10
7.3 Regulatory Visits	11
7.4 Quality Care Review	11
7.5 Consultation with Stakeholders	11
7.6 Complaints	11

Section 1: About the Provider

1.1 Service Provider

The Service Provider is Avan Limited [Company Registration no. 8934796], a wholly owned subsidiary of Avan Care (Holdings) Limited [Company Registration no. 16598258]. Registered Office for both companies are located at 637B Newport Road, Rumney, Cardiff CF3 4FB. Brightside Manor is a trading name of Avan Limited.

Avan Limited is registered with the Care Inspectorate Wales (CIW) and regulated under The Regulation and Inspection of Social Care (Wales) Act 2016, The Regulated Services (Registration) (Wales) Regulations 2017, and The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and other associated legislation.

1.2 Responsible Individual

The Responsible Individual is Dr. Nava Sundarampillai Navaratnarajah, Director of Avan Limited.

Nava Navaratnarajah has been a provider of residential care, nursing care, domiciliary care and drug and alcohol rehabilitation services since 1986. Qualified as a Chartered Engineer with a BSc (Hons.) degree, he gained Post Graduate Diploma in the Management of Human Services awarded by the University of Wales, 1999. He holds Diploma in Management and Leadership (Health & Social Care) and subsequently been awarded Honorary Doctorate in Social Care and Human Services Management. He is registered as an Adult Care Home Manager on Part 2 of the register with the Social Care Wales, registration number: W/2088034.

1.3 Registered Manager

The Registered manager is Miss Sheela Navaratnarajah. An experienced mental health nurse practitioner with a specialism in care of the elderly and dementia care. She is registered with Social Care Wales as Adult Care Home Manager.

1.4 Name of Service

Name of the Service is "Brightside Manor" providing residential care services to adults over the age of 18 years. See section 3.1 for the range of care needs that we support.

1.5 Address of Service

Brightside Manor is located at 637-639 Newport Road, Rumney, Cardiff CF3 4FB. Pedestrian access can be gained from a small gate on Newport Road. Vehicular access is gained via Castle Rise entrance with ample car parking spaces.

Section 2: Description of the Location of the Service

2.1 Accommodation based services

Brightside Manor care home is located in Rumney, Cardiff. With close transport links to the city centre it is situated in the friendly suburb of Rumney. Local amenities include a leisure centre, public parks, churches, shops, banks, hairdressers, restaurants etc. The close proximity allows residents to stay active and independent, feeling like a member of the local community.

2.2 Community based services

Brightside Manor works closely with Cardiff and Vale University Health Board to help residents access NHS community based services such as district nursing, community mental health, chiropody, podiatry and dental care services. In addition, we work closely with and access General Practitioner services from Rumney Primary Care Centre, Llanrumney Medical Centre and Willowbrook Surgery.

Section 3: About the Services Provided

3.1 Range of needs we can support

Brightside Manor offers personal care, accommodation and support for anyone over the age of 18 in need of care and support. We provide care to a range of service users such as those with a diagnosis of dementia, physical disability, learning disability and other mental health needs. Brightside is a dementia friendly residential care home, offering high quality dementia care in a homely manor house setting. Consideration has been given to dementia friendly design principles to enable people to be as independent as possible, and to compensate for some of the symptoms of dementia.

We continually strive to improve the care, environment and quality of life of those with dementia through person centred care delivery. Our continual investment in dementia training means we are able to form creative ways to assist those individuals with dementia in living a comfortable and fulfilled life. We recognise the innate need for our residents to engage in meaningful activities, therefore we encourage our residents to be active and get involved with tasks they may enjoy, such as laying the tables and light chores around the home including gardening or other activities which can make a difference to their lives.

Brightside Manor does not provide nursing care. Nursing Care is accessed through Cardiff and Vale District Nursing Team from the local health trust under the National Health Service as required

3.2 Requests for Special Services or Treatments

There are no specific therapies provided or therapeutic techniques used at Brightside Manor. However, it may be possible to make external arrangements to meet individual needs upon request and (where appropriate) upon payment of the costs incurred.

3.3 Age range of People using the service

Care Category
Dementia Care
Alcohol Dependency / Mental Health Needs
Physical Disability
Elderly Care

Brightside Manor offers accommodation with personal care for a total of 33 residents in single rooms. We provide accommodation and personal care for short term, respite care or long term residential care for residents who are no longer able to care for themselves for the rest of their natural lives.

Brightside Manor provides care to those over the age of 18, categories of care include residential care, dementia residential care, physical and mental disability, and alcohol management. We can consider caring for those with a range of complex needs, subject to rigorous assessment to ensure we offer a comprehensive package of care to meet their needs. The registered manager also ensures that staff receive training for specific illnesses pertaining to resident need.

Section 4: How the Service is provided

Brightside Manor provides specialist dementia care in a residential setting. All care staff have received dementia training accredited by the Alzheimer's Society, Teepa Snow's Positive Approaches to Care Workshops, and most recently relationship based dementia training with the dementia charity Re-live. The Registered Manager and senior care staff have undergone advanced dementia training and are able to advise staff in creative ways in meeting the needs of our residents. In addition all care staff are encouraged to pursue and obtain the Qualifications Framework for Social Care which provides a grounding for caring for those with dementia/ cognitive impairment.

Brightside Manor affords our residents dignity, compassion and respect by using the person centred care model. We also work closely with agencies to support individuals with dementia in a residential setting for as long as possible. These services include the Care Home Liaison Team, Community Mental Health Teams and other related older persons teams.

Brightside Manor has tailored its design and décor to meet the needs of individuals with dementia through consultation with a dementia specialist. This includes themed areas, colour contrasting, personalisation and directional signage. We have paid attention to details such as avoiding patterns and improving lighting to encourage tranquillity and minimise agitation.

4.1 Pre-admission Assessment

Brightside Manor undertakes a thorough pre-admission assessment for all potential residents. This is carried out by either the Registered Manager or her Deputy. The assessment is holistic to ensure physical, mental and emotional needs are considered and met. We always encourage new residents to spend an afternoon in the care home so they are able to make an informed decision.

4.2 Emergency Admissions

In cases of emergency admissions, referral from a care professional such as social worker, hospital nurse or general practitioner is mandatory to consider admission. An assessment to ensure that we can continue to meet the needs of the individual is required to be completed within 48 hours from the time of admission.

4.3 Person Centred Care Planning

Care plans are essential for all residents to ensure that arrangements are made for their assessed care needs to be met. Care plans form the basis for day to day care arrangements. Care plans are reviewed and updated regularly and when a resident's needs change.

Residents who are able to do so are encouraged to contribute to their care plans and able to see their care plan on request. For residents who are not able to participate or contribute to the care planning process, their next-of-kin or personal representative and their social worker are invited to attend and/or contribute to the care planning process with the resident's consent. If the resident is unable to grant consent due to lack of capacity, a best interest decision is taken in conjunction with the resident's social worker and/or general practitioner.

4.4 Key Worker System

Brightside Manor operates a key worker system and in turn information is regularly fed back to management. Care plans are reviewed monthly or more frequently as needed, and residents and/ their families are encouraged to be involved in this process.

4.5 Daily Activities

Brightside Manor understands the importance of keeping the mind active and has its own dedicated activities co-ordinator. The Care Home employs a dedicated activities co-ordinator who provides group and individual activities which are designed to stimulate the mind and enhance cognition. All staff recognise the importance of engaging residents in everyday activities and encourage them to take an active role within the home, such as folding washing, laying tables, sweeping etc.

The care home also holds regular events and parties in line with the calendar to prompt orientation; we also encourage relatives and the local community to attend. Residents are encouraged to attend and participate in planned outings and events which are organised by the home to encourage wider interaction.

4.6 Maintaining Independence

Brightside Manor encourages residents to remain independent, and for those that wish we encourage them to utilise the local amenities and encourage them to take timeout on their own (subject to risk assessment) or with the help of friends or family.

Where the level or nature of community access requested is over and above residents' assessed needs, or where the cost of support to access the community is more than has been allowed for in the fees, we may need to charge an additional fee, either to the resident or to the commissioner of the service.

4.7 Religious Activities

Arrangements for attending religious services are facilitated at Brightside Manor as far as possible. Visits by religious representatives to meet individual requirements can be arranged on request. Residents who wish to attend local religious services should discuss the arrangements with their key worker or the Manager. Every effort will be made by the staff to enable residents to fulfil their personal wishes with regard to religious and spiritual activities and support.

4.8 Language and Communication Needs of the Service Users

Brightside Manor has a diverse care team speaking over 6 languages. When a resident whose main language is other than English, staff strive to communicate with them using picture boards and digital means (i.e. using tablets) to communicate and understand the needs of the service user.

Brightside does not provide an "active offer" of the Welsh Language but strives to promote the Welsh culture. Staff members are encouraged to learn Welsh Language with incentivised pay scheme for those attending recognised training courses.

Section 5: Staffing Arrangements

5.1 Staff Team

Responsible Individual	Senior Carers	Domestic Assistant
Registered Manager	Care Workers	Laundry assistants
Deputy Manager	Nutritionist	Maintenance / Gardener
Clinical Lead	Activity Coordinator	Financial Controller
Reablement Officer/ Dementia Lead	Cook	Administration Staff

All staff are accountable to and supervised by the Registered Manager (or by delegated authority Deputy Manager or Senior Carers), who is accountable to and supervised by the Responsible Individual.

5.2 Staff Qualifications

Registered Manager: Sheela Navaratnarajah

Sheela has a wealth of experience caring for the elderly. She has worked for Brightside Manor for 14 years, initially as a senior carer, then deputy manager. She went on to obtain her Bachelor of Nursing (mental health) degree and has achieved QCF diploma Level 5 in Leadership and Management for Adult Social Care Setting. With a special interest in dementia care provision she has conducted research into the management of Behavioural and Psychological Symptoms of dementia. Sheela is registered with Social Care Wales as a Adult Care Home Manager, registration number W/5080384.

Deputy Manager: Anjana Lama

Anjana joined Brightside Manor in Oct 2021. She has a wealth of experience caring for a range of clients previously working as a health care assistant on cardiology, intensive care and dementia wards. She has worked in various health sectors including residential and nursing settings. Anjana has attained BSc (Hons) in Pharmacology and Health Science. During her studies she has obtained knowledge in diagnostics, medical interventions and development of new pharmacological and non-pharmacological interventions. Anjana is the medication lead and staff well-being champion at Brightside. Anjana is currently undergoing QCF Level 4 Diploma in Leadership and Management training. She is registered with Social Care Wales as Adult Care Home Worker, registration number W/5056987.

Deputy Manager: Anupama Sheela

Anupama has worked as a nurse practitioner with Diploma in Nursing and attained BSc (Hons) degree in Professional Practice (Nursing) before joining Brightside in December 2021. She has 12 years' experience in both hospital and private sector with particular interest in dementia care. She is currently undergoing her QCF Level 4 Diploma in leadership and management training. Anupama is also our key worker lead and resident wellbeing champion at Brightside. Her role is to assist the Registered Manager in all aspects of care with particular interest in those residents who have been diagnosed with dementia as well as supporting in the delivery of care to others who have not been formally diagnosed. She is registered with Social Care Wales as Adult Care Home Worker, registration number W/5064608.

Care Assistants:

Brightside employs 28 full and part time day/night senior carers and care workers with varying skills and qualifications as listed below. Some of these staff have obtained professional nursing qualifications (although they are not practising as nurses); whilst others have attained QCF Diploma level 2 or 3. All senior managerial staff have obtained QCF Diploma level 4/5 pertaining to their job role.

Summary of Qualifications

Diploma in Nursing Bachelor of Nursing (Hons) (Mental Health) BSc (Hons) Professional Practice for Nurses BSc (Hons) in Nursing Studies BSc in in Pharmacology and Health Science Food & Nutrition Skills Level 2 QCF Health and Social Care Level 2 QCF Health and Social Care Level 3 QCF Leadership and Management Level 4 QCF Leadership and Management Level 5 SOVA Level 2 & 3 Mental Capacity Act & DoLS Care and Administration of Medicines	Foundation Certificate in Dementia Awareness Advanced Dementia Care Teepa Snow – Positive Approach to Care Re-live- Dementia Life story training Food Safety Manual Handling Infection Control Health and Safety Fire Safety Awareness Emergency First Aid COSSH
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5.3 Staff Development, Training and Appraisal

As a dementia friendly home, the registered manager ensures that Brightside Manor continues to invest in training, education and continued development. As research into the management of behavioural and psychological symptoms of dementia develop the registered manager implements new non-pharmaceutical interventions.

Induction training is provided for all staff on appointment to ensure familiarity with the policies, systems and procedures at Brightside Manor. A performance and development appraisal system is in use for all staff.

Staff development and training needs are assessed and monitored by the Registered Manager with opportunities provided for basic and advanced training according to individual assessed training requirements.

All care and ancillary staff are accountable to the registered manager. Due to the nature of caring for those with complex needs supervision is a process which allows our staff to reflect on their practice and maintain their wellbeing. Staff are able to request time with the registered manager as needed.

5.4 Supervision Arrangements

The registered manager holds an individual training plan for each member of staff which identifies training areas. Staff are encouraged to identify areas in which they feel they would benefit from further training. Brightside Manor is accredited by Investors in People for its dedication to staff development.

Management supervision of all care and ancillary staff members are conducted by the Registered Manager at least quarterly. The Registered Manager, Deputy Manager and the Responsible Individual receive supervision from an external clinical supervisor.

5.5 Daily Staff Levels

In addition to the manager, we generally aim to maintain a minimum of 5 carers on the morning shift (8AM to 2PM), 4 carers on the afternoon shift (2PM to 8PM); and at night 3 carers (8PM to 8AM) with two senior persons on call. Such minimum levels can vary depending on the number of residents in occupancy at any given time or if their dependency levels vary. In addition, we employ an activities co-ordinator 10:30PM to 4PM, cook from 8AM to 4PM with a catering assistant 8AM to 10.30AM plus a domestic assistant from 8AM to 4PM and a laundry assistant 8AM to 2:30PM .

Section 6: Facilities and Services

6.1 The Premises and the Environment

Brightside offers a dementia friendly environment for a maximum of 33 people in order to deliver quality care in a homely setting. Themed floors, coloured bedroom doors and recognition sign posts stimulate and encourage independence and orientation. 5 rooms with en-suite and walk in shower facilities are located in an adjoining bungalow.

The premises and accommodation consist of the rooms listed below and also a very spacious enclosed garden.

9 bedrooms (single occupancy)
14 bedrooms (single occupancy) - with en-suite facilities
5 bedrooms (single occupancy) - with en-suite walk in shower facilities
5 Lounges including 1 Recreation lounge, 1 quiet lounge/library and 1 cinema
2 Ground Floor Dining Rooms
Kitchen and vegetable preparation area
Ground Floor Medicines room
Manager's office and deputy manager's office
Communication room (Telephone/Skype/Zoom/Google meet for resident's use)
4 Bathrooms with fixed bath hoists and toilets
2 Wet rooms with toilet
22 Toilets (including en-suite)
Gazebo/Summer House
1 Visitors Toilet
Detached Laundry room
Linen Room
Tea/coffee making facilities for the residents
Dedicated hair dressing area in the quiet lounge
Detached admin office block
2 Staff rooms with staff toilets and shower facilities
Detached Store Room
Detached Garage
External Smoking Area

Other features and special aids to benefit our residents are:

- Two adjoining single bedrooms with inter-connecting door can be used by couples or family members.
- Wi-Fi access made available to residents throughout the building.
- Facility to make and receive Google Meet or Skype video calls to keep in contact with family and friends
- Call bell system accessible throughout the home and from the garden
- One 8 persons passenger lift serves all 3 floors
- Four fixed bath hoists, three portable hoists, three able assist transfer aids and a seated weighing scale.
- Range of power assisted profiling beds, pressure alarm mats and sensor alarms made available to meet identified needs.

6.2 Room Sizes

Table-1 below gives approximate room sizes and measurements in the main building. All room sizes exclude en-suite area.

LEVEL	ROOM No.	AREA (Sq.M)	Beds	Single	WC	Bath	Shower
Lower Ground Floor	1	15.13	1	1	1		1
Lower Ground Floor	2	10.66	1	1			
Lower Ground Floor	3	10.66	1	1			
Lower Ground Floor	4	10.31	1	1	1		
Lower Ground Floor	5	16.21	1	1			
Lower Ground Floor	6	10.20	1	1			
Lower Ground Floor	Bath room				1	1	
Lower Ground Floor	WC				1		
Lower Ground Floor	Sluice room						
Ground Floor	7	12.44	1	1	1		
Ground Floor	8	10.31	1	1	1		
Ground Floor	9	16.21	1	1			
Ground Floor	10	10.20	1	1			
Ground Floor	11	14.40	1	1	1		
Ground Floor	12	14.27	1	1	1		1
Ground Floor	14	12.87	1	1	1		
Ground Floor	Main Lounge (L1)	36.02					
Ground Floor	Cinema / Lounge (L2)	18.84					
Ground Floor	Recreation Lounge (L3)	39.60					
Ground Floor	Quiet Lounge / Library (L4)	19.00					
Ground Floor	Dining Area	24.75					
Ground Floor	Residents' Comms Room	2.29					
Ground Floor	Bath room				1	1	
Ground Floor	Wet room				1		1
Ground Floor	Toilets				2		
Ground Floor	Office / Work Station						
Ground Floor	Manager's Office						
Ground Floor	Medicines Room						
Ground Floor	Smoke area	7.00					
First Floor	15	12.63	1	1			
First Floor	16	12.50	1	1			
First Floor	17	11.13	1	1			
First Floor	18	11.39	1	1			
First Floor	19	11.16	1	1			
First Floor	20	10.66	1	1			
First Floor	21	10.31	1	1	1		
First Floor	22	16.21	1	1			
First Floor	23	10.20	1	1			
First Floor	24	11.31	1	1			
First Floor	25	11.70	1	1			
First Floor	26	12.54	1	1			
First Floor	27	13.69	1	1			
First Floor	28	12.40	1	1			
First Floor	29	12.54	1	1	1		
First Floor	Bathroom				1	1	
First Floor	Wet room				1		1
First Floor	WC				1		
TOTALS			28	28	18	3	4

Table-2 below gives approximate room sizes and measurements in the dedicated enhanced care unit located in the adjacent bungalow

LEVEL	ROOM No.	AREA (Sq.M)	Beds	Single	WC	Bath	Shower
Ground Floor	30	13.70	1	1	1		1
Ground Floor	31	12.20	1	1	1		1
Ground Floor	32	12.67	1	1	1		1
Ground Floor	33	13.36	1	1	1		1
Ground Floor	34	12.12	1	1	1		1
Ground Floor	Bath room/WC				1	1	
Ground Floor	Lounge (L5)	10.00					
Ground Floor	Dining Area	11.40					
First Floor	Staff Rest Area				1		
TOTALS			5	5	7	1	5

6.3 Security Arrangements & Use of CCTV

Main entrance and all fire exits are connected to an alarm system to protect vulnerable residents and for security of the building. Main entrance door is linked to fire alarm system and will automatically unlock in the event of fire alarm activation as part of our evacuation procedures.

CCTV cameras are in constant use to monitor corridors and stairwells to ensure safety and security of the residents as well as perimeter of the building, garden and car park area, entry and exit points.

7. Governance and Quality Monitoring Arrangements

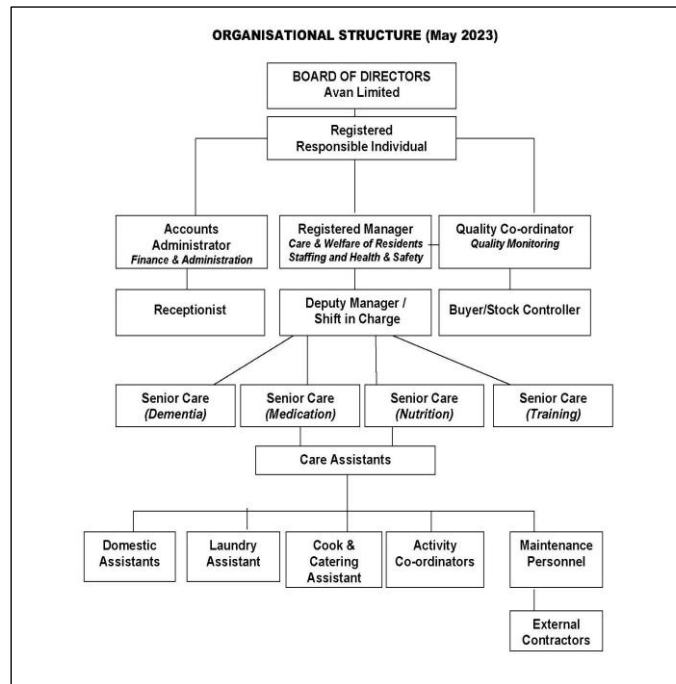
7.1 Responsible Individual

The Responsible Individual (RI) is directly involved in the overall management of the care home. The RI works closely with the Registered Manager (RM) and the wider care team. The care team is able to access advice/ direction from the RI in the absence of the RM. The RI visits the care home a minimum of four times per week on average to ensure high standards of care are maintained and that staff feel supported. The RI is on-call at any time to support the RM and her Care Team. Formal management meetings involving the RI, RM and senior staff take place, usually once a week, to evaluate service delivery, identify shortcomings and plan ahead for the following week. In addition, quarterly quality meetings are held to monitor and assess key indicators and evaluate if targets are being met.

7.2 Management Structure

The Registered Manager is supported by an experience team of key senior staff, including the Deputy Manager, Dementia Lead and Nutritionist all of whom are able to fulfil the manager's role in her absence.

Our organisational chart illustrates the management structure in place.



7.3 Regulatory Visits

The RI visits the home on a daily basis and accessible to staff, RM, service users and their relatives alike. Quarterly visits are held as required by Regulation 73 to monitor and evaluate performance. Such visits include allocated time in private to meet with individual staff members, service users or their representatives to discuss their views, comments or concerns in order to improve the quality of care and support.

7.4 Quality Care Review

Brightside Manor conducts an annual quality audit in line with the Regulation 76 to seek the views of the staff group, service users and their representatives as well as all professionals involved with the service. The RI is responsible for analysing the information and make recommendations as to how the quality and safety of the service can be improved.

7.5 Consultation with Stakeholders

Brightside Manor conducts quarterly staff meetings which are pre-arranged and all staff are encouraged to attend. These meetings ensure any issues/ ideas for improving care delivery as well as employment related matters are discussed

The Registered Manager holds meetings with the service users periodically to ascertain their views and to continually make improvements to the service. This is in addition to the surgeries held by the RI on a quarterly basis.

7.6 Complaints

The Registered Manager is always available to discuss concerns/ complaints and advise best practice. Our complaints procedure (document no.BR4) outlines how to make a formal complaint.



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