



Royal Air Force Benevolent Fund Princess Marina House Mission Statement

reviewed 9.01.16 next review date 9.01.17



As the Royal Air Force Benevolent Fund's Flagship Respite Home, Princess Marina House aims to provide excellence in its provision of residential and respite care for the RAF family in a safe, relaxed, holiday style environment.

As part of this, PMH also aims to maximise occupancy year round, optimise social interaction and deliver high class and considerate care to its guests, all within

agreed budgetary levels. It is the objective of Princess Marina House to provide care to all guests to a standard of excellence which embraces fundamental principles of Good Care Practice, and that this may be witnessed and evaluated through the practice, conduct and control of quality care in the Home. It is a fundamental ethos that those guests who stay in the Home should be able to do so in accordance with the Home's Statement of Values

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

To meet these guest needs the Care Service within the Home is designed to achieve the following objectives:

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