

The Royal Air Force Benevolent Fund



Statement of Purpose for Princess Marina House

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The Royal Air Force Benevolent Fund is a registered charity providing welfare support to the RAF Family. Princess Marina House is The Royal Air Force Benevolent Fund's short welfare break centre for adult members of the RAF Family providing accommodation for:

- adults from 18yrs to adults under 65 yrs
- adults over 65 yrs

Caring for people with

- Physical disabilities
- Mild Cognitive impairment and mild dementias

Registered Provider

The Royal Air Force Benevolent Fund
67 Portland Place
London
W1B 1AR
Tel: 0207 5808343
Registered Charity Numbers 1081009/207327

Registered Manager and Responsible Individual

Mrs Shirley Steeples RN General Manager

Management Team

Mrs Shirley Steeples Registered Nurse RMA with over 30 years experience in elderly care

Mrs Catherine Argent BSc Institutional Management RMA with over 20 years experience in elderly care

Mrs Corinna Forsdike NVQ 5 RMA with over 20 years experience in elderly care

Mrs Wendy Thorn TEC Diploma in Hotel Catering & other Institutional Operations
City & Guilds NVQ level 3 in Catering & Hospitality

RSPH Advanced Diploma in Food Hygiene

RSPH Certificate in Nutrition & health with over 20 years experience in elderly care

Care Quality Commission

Care Quality Commission
4th Floor
Overline House
Blechynden Terrace
Southampton
Hampshire
SO15 1GW

Aims and Objectives

- To maintain a supportive homely environment for our incumbent residents.
- To provide a respite care break in a safe, relaxed, holiday style environment.
- To recognise and respect the individuality of our residents and guests.
- To provide a high standard of service and accommodation to meet the assessed needs of our residents and guests.
- To provide a lifestyle for residents and guests that satisfies their social, cultural, religious and recreational interests and wishes.
- To enable residents and guests to exercise choice and control over their lives.
- To provide support and personal care when required to meet assessed need.
- To promote and maintain independence.
- To safeguard our residents from all forms of abuse.
- To provide sufficient suitably skilled staff to support the residents and guests.
- To provide respite for the carers who provide companionship and assistance to our guests.
- To provide facilities and equipment to enable physical, emotional, spiritual and social needs to be met.
- To provide opportunities for social contact with other members of the RAF Family.
- To provide a variety of trips and activities to enhance the experience.
- To consult with beneficiaries, guests, their relatives and friends to ensure their views and experiences influence our service development priorities and plans.

In order to achieve these aims we will do the following:

Respecting and Involving Residents and Guests

The management of Princess Marina House ensure residents and guests are able to exercise choice and control over their lives

- By engaging with residents and guests on a regular basis.
- By ensuring residents and guests are involved in every aspect of the planning of care.

- By analysing satisfaction surveys, comments and complaints to influence changes to the service.
- By engaging with relatives, friends and carers who residents and guests wish to represent them

Privacy

We recognize that life in a communal setting and the need to accept help with personal tasks, are inherently invasive of a resident's or guest's ability to enjoy the pleasure of being alone and undisturbed. We will preserve residents and guests' privacy at all times.

Care Practices

Care is delivered in a discreet manner ensuring that the privacy and dignity of our residents and guests is maintained at all times. Each residents and guests needs are assessed and a care plan is drawn up in collaboration with the individual and where appropriate their significant others. This is regularly reviewed and updated. Part of this process includes comprehensive risk assessment. Information given in confidence will not be released to others without prior consent.

We will provide appropriate end of life care to residents who are dying.

Safeguarding

- All staff and volunteers are subject to DBS checks in accordance with the Disclosure and Barring Service.
- Staff have direct access to senior management at all times in accordance with the Home's Whistle Blowing Policy.
- All staff are trained in the recognition and reporting of potential safeguarding issues. Part of the monitoring process includes regular supervision meetings.
- The identity and qualifications of any visitors or health practitioners and volunteers will be verified prior to entering.

Records

Information about residents and guests is held securely and only shared with their consent.

Health

- Assistance is given to all residents and guests in accessing the services of appropriate health care professionals as required.
- Independence is maintained by encouraging and assisting each resident and guest to administer their own medication,

however, where residents or guests are no longer able to administer their own medication, safe practices in accordance with the regulations are followed.

Nutrition

- There is a varied menu and residents and guests are enabled to make informed choices about what they eat.
- Meals are provided, which constitute a wholesome, appealing and balanced diet and served in pleasing surroundings and at times convenient to residents and guests. Special dietary requirements are catered for.

Quality of life

The following services are available free of charge to all residents and guests;

- Transport to local shops is available daily and frequent outings to places of interest in accessible vehicles are arranged.
- Transport is provided for those wishing to attend local services for the purpose of worship.
- Laundry service plus a self service launderette
- Computers with Internet access
- Wi fi
- Library
- Scooter and electric wheelchair use (following assessment)
- Wii console
- Activities programme of hobbies and entertainment

In addition to these free services, other services are available at a small charge.

- A hairdressing salon is available with a qualified hairdresser who visits twice a week at the resident's and guest's own expense, using an appointment system.
- Access to a licensed bar at specified times of the day.
- Newspapers and Tuck Trolley

The Environment

The physical environment of Princess Marina House is designed for residents and guests' convenience and comfort.

In particular we do the following:

- Maintain the buildings and grounds in a safe condition, ensuring the premises are kept clean, hygienic and free from

unpleasant odours, with systems in place to control the spread of infection.

- Ensure the communal areas of the home are comfortable and easily accessible.
- Maintain comfortable bedrooms with en-suite showers and toilets. In addition to en-suite facilities Princess Marina House also has a hoist bath and two assisted baths for use by residents and guests.
- Specialist equipment is available to maximise residents and guests' independence and comfort.

Princess Marina House provides

- 41 bedrooms of which 27 are single and 14 twins giving a total of 55 beds.
- Spouses, partners, friends and carers may share a twin room if they wish.
- All rooms offer en-suite level access showers and toilets
- There are 30 beds registered with Care Quality Commission to provide personal care and support to adults and older people with physical disability.
- 20 beds are located in the East wing 'The Marina'. The care staff have access to hoists, electric beds and riser recliner chairs to meet assessed needs
- 10 beds located in the West wing 1st floor 'Beachside' provide support for guests with mild cognitive impairment and mild dementias.
- Guests are supported to socialise in the communal lounges and dining room. In addition there is a separate lounge/activity room and a dining room offering an alternative intimate dining facility.
- Corridors are wide allowing easy access to pedestrians and wheelchair users.
- Food is cooked on site and we are able to meet most dietary requirements although we are unable to provide a Kosher menu or cater for people with nut allergies.
- A further 25 beds not registered with the CQC, offer short welfare breaks for those guests not requiring care support. These are located mainly on the ground floor 'The Dunes'
- The small number of permanent residents still living at Princess Marina House have furnished and equipped their rooms in their own style and can use them, as they wish, for leisure, meals and entertaining. We no longer accept applications for long term residency.

- Guest rooms are homely, with TV, hostess tray, fridge and telephone. There is free wifi access throughout the home.
- Guests are able to use their rooms for leisure, meals and entertaining visitors..
- Two wheelchair accessible lifts provide access to the 1st floor.
- All rooms and public areas have a Care Call system and pendant call bells can be provided if required.
- The restaurant with licensed bar, provides three meals per day plus beverages and snacks. There are three lounges and a library available to all residents and guests. Visitors may also be entertained in these areas.
- The Pavilion offers an alternative room by the Sea for use by the residents and guests.
- The home has secure access with the use of a keypad to gain entry.

The Scope of Support we offer

- Princess Marina House is able to support Adults and Older people with physical disabilities.
- We offer care to those guests with mild cognitive impairment and mild forms of dementia in our Beachside unit. Guests in this unit are supported to socialise within all areas of the house and take part in the many varied activities available.
- We are able to support guests who have degenerative disease, in the early and mid stages of the disease process providing they do not require nursing intervention. For example Multiple Sclerosis, Motor Neurone Disease and Parkinsonism. Acceptance will be according to the assessed needs. This list is not exhaustive.
- We are able to support guests following recent orthopaedic surgery although we cannot support guests immediately following hospital discharge.
- We have equipment and facilities to support those who are wheelchair dependant or needing mobility aids. We are unable to provide walking sticks or frames and guests are encouraged to bring their own mobility aids with them. However we do have a small selection of Rollators, manual wheelchairs, electrically powered wheelchairs and mobility scooters available.
- We are able to support guests with visual impairment, although we are unable to support those who have severe visual impairment/ blindness.
- We are able to cater for most dietary needs including diabetes and gluten free diets, although we cannot

provide a Kosher diet nor provide for guests with a nut allergy.

- We are unable to support guests needing enteral feeding.
- We can provide respite breaks for those who have controlled PTSD, although we are unable to support those in the acute phase or those who require nursing intervention.
- The home is unable to provide substance and alcohol abuse support
- We are unable to accommodate pets; however assistance dogs will be welcomed.
- We are unable to provide an advocacy service but guests can be put in contact with local organisations such as Age UK and the Alzheimer's disease society who provide this service.

Please note that each case will be assessed on an individual basis before a break is offered.

Staffing

We are aware that the staff at Princess Marina House will always play a very important role in the residents' and guests' welfare. We aim to provide a working environment in which members of staff can grow, develop their potential and gain maximum job satisfaction. We provide an environment that positively identifies training needs and actively supports staff development. To maximise this contribution, we will do the following:

- Employ staff in sufficient numbers and with a relevant mix of skills to meet the residents' and guests' needs.
 - Observe recruitment policies and practices, which both respect equal opportunities and protect residents' safety and welfare.
 - All staff will receive a period of induction based on their foundation experience and further development needs.
 - Offer our staff a range of training, Care Assistants being encouraged to attain NVQ Level 3 in Health Care and Dementia care.
 - Catering staff hold relevant food handling and hygiene certificates. All staff undertake training in dementia awareness.
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- **Current establishment**
 - The General Manager Princess Marina House (The Registered Manager)

- Head of Hotel Services
- Care Team Manager
- Care Team
 - 24.2 whole time equivalents.
 - We currently employ 30 CA full and part-time of which 90% have NVQ 2 & 3 in Care and others are working toward NVQ Level 3 in Care
- Hotel Services Manager
- Catering Team Leader
- Housekeeper
- Entertainments Team Leader
- Administration Team Leader
- Plus a team of housekeeping, catering and general assistants.
 - 22. 1 whole time equivalent ancillary support staff
 - 38 full and part time staff are employed in non care support services.

- Minimum staffing levels:
 - 1 Senior Care 5CA in the morning,
 - 1 Senior Care and 3CA afternoon and evening
 - 1 Senior Care and 2 CA at night.

Eligibility

Members of the extended Royal Air Force including WRAF, RAFVR, Raux AF, PMRAFNS and their adult dependants are eligible to apply. Spare capacity can be offered to other members of the Armed Forces and their spouses/partners.

Priorities

The requirement for short-term care is high, priority is given according to the assessed needs of the applicant, the decision to accept and admit an applicant to the home rests with the Registered Manager.

Entry Criteria

- Princess Marina House admissions are for short-term welfare breaks, usually for two weeks, although in some circumstances it may be extended.
- The home provides personal care and dementia care for mild cognitive impairment and mild dementia
- The home caters for adults with a variety of physical disabilities.
- The home provides care for adults with visual impairment but is unable to care for adults with blindness or severe visual impairment.

- The home is unable to provide substance or alcohol abuse support

Application Procedure

- All applicants will be required to complete an application form and a self assessment questionnaire to enable staff to verify Armed Forces Service and to ensure that the care needs of each individual guest can be met.
- Applicants with cognitive impairment or dementia will be required to complete a comprehensive biographical record and assessment form. Family and informal carers/friends will be requested to assist with this.
- Applicants with cognitive impairment /dementia will be accepted on a trial basis for one week initially, to ensure the home is able to fully meet and support their needs.
- Applications can be made directly to Princess Marina House. However applicants requesting financial support from the RAF Benevolent Fund will subsequently be referred to the RAF Association, RBL or SSAFA case workers or to Local Authority Social workers for verification of financial status.

Fees

- Charges for accommodation are reviewed annually by the Fund. Fees are according to an individual's financial means. It follows that it may be necessary for the Fund to have a clear picture of an individual's financial position in order to assess the degree of subsidy if any, required from the Fund, therefore a financial assessment form will need to be completed if assistance is required to pay the fee.
- The maximum fee, for people who have served in the RAF or their dependant, is £400 per person per week including meals, care and laundry and most activities. A charge is made for hairdressing, newspapers, telephone bills and purchases from the bar. There is an element of subsidy from the RAF Benevolent Fund reflected in this fee
- Any complementary therapies, chiropody etc. will be charged separately.
- For those coming from a Kindred service the fee is £560 per person per week. Assistance with this fee may be available from other service charities.

Compliments, Comments and Complaints

- Your comments on our service, both positive and negative are useful to us and we rely on your feedback to ensure that our service meets your needs.
- There may be occasions when you are dissatisfied with our service. We encourage you to report such incidents using our complaints procedure 'Learning From You'. All complaints are dealt with in strict confidence. To ensure the satisfaction and safety of our residents and guests we will do the following.
 - Provide a simple, clear and accessible complaints procedure. See the leaflet "Learning From You"
 - Take all necessary steps to safeguard residents' legal rights.
 - Make all possible efforts to safeguard residents and guests from abuse and exposure to possible abusers.
 - Take into account all comments made by service users, their families or significant others to assist us in the development of our service.