

Care Services: Homes

Statement of purpose

Prepared as a legal requirement of the Health and Social Care Act 2008 in accordance with Regulation 12 and Schedule 3 of the statutory instrument Care Quality Commission (Registration) Regulations 2009

Dated: January 2022

Version: 2.0



ROYAL BRITISH LEGION

Contents

4	Service provider: background and eligibility criteria
5	Organisational structure and function
6	Locations 1—6: Accommodation details, service type and band; Registered Manager details
20	Care services philosophy and aims
21	Care services objectives

Service provider: background and eligibility criteria

Background

The Royal British Legion is at the heart of a national network that supports our Armed Forces community through thick and thin – ensuring their unique contribution is never forgotten.

We support serving and ex-serving personnel of the Royal Navy, Royal Marines, British Army, Royal Air Force, Reservists and their families. RBL support starts after one day of service and continues long after life in the Armed Forces, and our vision is to bring together our nations communities and individuals to create better futures for our Armed Forces community and their families.

We give the Armed Forces community a voice by championing their interests and campaigning on key issues. And as part of a national network we work with other charities and organisations to amplify our voice for them.

Eligibility criteria

Those who are eligible

Those eligible for support services can be summarised as people who are serving or who have served in the Armed Forces, their dependants and carers

These groups of people fall into the following categories:

- beneficiaries;
- dependants, which include children, spouses and partners and other dependants; and carers.

However, please note that throughout this document we use the term 'beneficiary' in a general sense - to refer to anyone who is eligible for our support.

Beneficiaries

'Beneficiaries' are people who satisfy any of the following:

- Any regular, reserve or auxiliary member or former member, of any rank, of any branch of the Armed Forces who has served at least a day with pay and were aged 16 or over at the time of service.
- Any merchant mariner who has seen duty on legally defined military operations.
- Any individual who served prior to 1950:
 - (i) With the Mercantile Marine afloat in hostile waters;
 - (ii) In the Home Guard for at least six months; or
 - (iii) In a Bomb and Mine disposal unit for at least three months; and
- Any individual entitled to a campaign medal issued by the Armed Forces to those giving them direct support or under their command.

The Board of Trustees, at its absolute discretion, may consider applications from individuals and organisations not obviously eligible for assistance under the bullet points above. However, no conscientious objector may qualify as

a Beneficiary unless they subsequently served in the Armed Forces or as an auxiliary member.

Dependants

'Dependants' can include children, spouses and partners (this category includes widows or widowers) or other dependants:

- Any Spouse of a Beneficiary
- Any person (whether adult or child) who is financially dependent or dependent for care on a Beneficiary or Spouse of a Beneficiary.
- Any person on whom a Beneficiary is dependent for care.
- Any parent, sibling or other named next of kin of a Beneficiary ('Immediate Family Members') for a period of two years from the date of the Beneficiary's death or the date that the Beneficiary sustained a severe injury. Where an inquest is to be held into the death of a Beneficiary, Immediate Family Members will be deemed to be Dependants until the inquest has been completed.

The decision of the Board of Trustees as to the interpretation of this definition of Dependant is final and binding, but always subject to the jurisdiction of the courts.

Spouses and partners

A 'spouse' or 'partner' is anyone who is:

- Any partner of a Beneficiary by marriage, civil partnership or cohabiting relationship.
- Any former partner of a Beneficiary by marriage or civil partnership.
- Any widow or widower of a Beneficiary.
- Any surviving civil partner or cohabiting partner of a Beneficiary.

For the avoidance of doubt, Spouse includes any former partner of Beneficiary by reason of divorce or formal separation.

Covid Vaccinations

Prior to admission, we require:

- (a) our residents to be fully vaccinated against Covid-19 (as defined in Government regulations and guidance for England) unless they are exempt and
- (b) where applicable, for proof of vaccination to be provided. If you cannot comply with this criteria prior to admission, please contact us to discuss your individual circumstances and your options.

Organisational structure and function

The RBL's Board of Trustees consists of the National Chairman, National Vice Chairman, seven elected Trustees, six appointed Trustees and the National Chairman Women's Section. All Trustees are elected or appointed to a 3 year term and can serve a maximum of 3 consecutive terms.

The Board of Trustees exercises responsibility for the overall strategic direction, governance and management of the Legion, ensuring that the charity operates within the law and within its objects as laid down in the Royal Charter.

The Board of Trustees delegates certain detailed or specialist functions to committees while retaining ultimate responsibility through appropriate reporting systems. The Board also delegates responsibility for the day-to-day running of the Legion to the Director General and Executive Board within a clearly defined decision-making and reporting structure.

Care Services governance and assurance is overseen by the Care Services Committee which is chaired by a Trustee with additional Trustee members. The Committee is responsible for oversight and scrutiny of all aspects of the care services provider delivery.

The Executive Board is made up of Directors. They report to the Director General and onwards to the Board of Trustees. The Operations Directorate delivers RBL's core welfare functions comprising of a wide range of regional welfare services, alongside care and recovery services. Care homes are led by the Assistant Director Operations – Care & Recovery.

Registered provider (Organisation): registration details

Name: Royal British Legion
Service Provider ID: 1-102642589
Business Address: 199 Borough High Street London SE1 1AA
Website: www.britishlegion.org.uk
Nominated Individual: Antony Baines, Director of Operations
Email: abaines@britishlegion.org.uk
CQCPoppyHomes@britishlegion.org.uk
Tel: 020 3207 2120

Regulated activities

- a. Accommodation for persons who require nursing or personal care
- b. Treatment of disease, disorder or injury

Legal status

The Royal British Legion is a Registered Charity incorporated under Royal Charter.

Charity Number: 219279

For the purposes of CQC regulation, The Royal British Legion is defined as an Organisation.

Location Names + ID:

1: Dunkirk Memorial House	1-25654932
2: Galanos House	1-125654846
3: Halsey House	1-125654863
4: Lister House	1-125654888
5: Mais House	1-125654918
6: Maurice House	1-125654904

Locations 1—6

Location 1: Dunkirk Memorial House

Location 2: Galanos House

Location 3: Halsey House

Location 4: Lister House

Location 5: Mais House

Location 6: Maurice House



Dunkirk Memorial House

Location 1	Dunkirk Memorial House
Location ID	1-25654932
Address	Minehead Road Bishops Lydeard Taunton Somerset TA4 3BT
Telephone	01823 432407
Number of approved places	90
Service type	Care Home service with Nursing (CHN) Provides long term and respite nursing, personal and dementia care services for male and female beneficiaries (subject to Legion eligibility criteria).
Service user band	People aged 65 or over and people under 65 who have had an assessment which confirms they have care needs that can be met by the services provided at the home. Includes dementia personal care only.
Regulated activities	1. Accommodation for persons who require nursing or personal care 2. Treatment of Disease, Disorder or Injury
Manager	Anne Lewin
Manager ID	1-1734791699 Registered for Regulated Activities 1 & 2 as above
Telephone	01823 432407
Email	ALewin@britishlegion.org.uk

Dunkirk Memorial House

Location description

Dunkirk Memorial House is seven miles from Taunton on the Minehead Road (A358), near the village of Bishops Lydeard.

Accommodation: nursing and personal care

The residents' rooms are situated on two floors. There are two lifts and staircases to the upper floor. The 56 rooms (six double and 50 single) all have en-suite shower rooms. We use the double rooms for single residents unless two people linked by marriage, a partnership or a family bond ask to share a room. The rooms have TV, aerial and telephone points.

There are extra 'assisted' bathrooms, plus toilets for residents, staff and visitors. All rooms are fully air-conditioned with individual controls. There is a nurse-call system in every bedroom and all public areas, and residents can also have a nurse-call neck pendant so they can call for help whenever they need it. We can adjust the height of the beds in every room. Some rooms have fixed ceiling hoists, and we also have a selection of floor-standing hoists. The ground floor has communal lounges with access to the gardens, a bar lounge, a chapel and a spacious dining area. There is a self-service café area for residents and visitors. We have a hairdressing salon and a small kitchen on the first floor. Residents and visitors can use this kitchen at any time. Smoking is not allowed in the public areas.

We have achieved beacon status for palliative and end-of-life care under the Gold Standards Framework.

Our extensive and beautifully landscaped gardens include two summer houses, a pond and a memorial garden. The gardens are accessible to wheelchairs.

Dunkirk Mews: dementia care

Dunkirk Mews is a purpose-built dementia-care wing, which we opened and registered in 2014. It provides 30 single en-suite rooms grouped in self-contained clusters of 10. Each cluster of rooms is built around an open-plan central core which has extra bathrooms, visitor facilities, communal areas (including a conservatory with access to the gardens), and accessible kitchens and lounges. The landscaped gardens and patio areas are fully accessible and secure.

Designed and built to best-practice standards for dementia care, the unit is single storey. It is separate from the main home, but there is easy access to the main building for the benefit of residents, visitors and staff. Dunkirk Mews has staff trained in supporting and caring for people living with dementia.

All areas of the home are fully accessible and well equipped with a wide range of aids, appliances and clinical resources to meet residents' needs.

A wide-ranging programme for managing and maintaining the facilities at Dunkirk Mews makes sure the environment is safe and fit for purpose.

Galanos House

Location 2	Galanos House
Location ID	1-125654904
Address	Banbury Road Southam Warwickshire CV47 2BL
Telephone	01926 812185
Number of approved places	101 — incorporates one dedicated dementia care respite bed
Service type	Care Home service with Nursing (CHN) Provides long-term and respite nursing, personal care and dementia care for men and women (as long as they meet the eligibility criteria).
Service user band	People aged 65 or over and people under 65 who have had an assessment which confirms they have care needs that can be met by the services provided at the home. Includes dementia personal care only.
Regulated activities	1. Accommodation for persons who require nursing or personal care 2. Treatment of Disease, Disorder or Injury
Manager	Jo-Anne Wilson
Manager ID	1-140179422 Registered for Regulated Activities 1 & 2 as above
Telephone	01926 812185
Email	JAWilson@britishlegion.org.uk

Galanos House

Location description

Galanos House is on the edge of Southam, a small market town in the heart of Warwickshire. The home is easy to reach by road as it is close to the M40, M1 and M6 motorways. If you are travelling by public transport, there are links to Southam from the nearby towns of Rugby, Leamington Spa and Banbury.

Accommodation: nursing and personal care

We provide nursing and personal care at the main home. There are 60 spacious bedrooms on two floors, and a lift provides easy access to both floors. Each room is used for a single resident. All bedrooms are fully furnished and have their own en-suite facilities and TV, aerial and telephone points. Rooms that are used for residents who need nursing care have built-in ceiling hoists, and we also have a number of free-standing mobile hoists throughout the home. We can adjust the height of the beds. There are extra shared bathrooms in the home, and these are fully accessible. All rooms and communal areas have a nurse-call system, and residents can also have a nurse-call neck pendant.

The rooms on the first floor are used for residents who need nursing care, and there is also a communal lounge and dining area. The ground floor has more communal lounge areas, a bar lounge, dining and activity areas, and a conservatory. The large reception area includes a self-service café area for residents and visitors. There are accessible kitchen areas for residents and visitors on both floors. We also have a hairdressing salon, and there is a clinic room which residents can use for consultations with their GP and other health professionals.

Our landscaped gardens have seating areas and are accessible to wheelchairs. We have achieved beacon status for palliative and end-of-life care under the Gold Standards Framework.

Dementia personal and nursing care

Poppy Lodge is a purpose-built dementia-care wing, which we opened and registered in 2010. It provides 31 single en-suite rooms grouped in self-contained clusters. In December 2019, we added a further 10 beds for dementia nursing and respite care. Each cluster of rooms is built around an open-plan central core which has extra bathrooms, visitor facilities, communal areas (including a conservatory with access to the gardens), and accessible kitchens and lounges. The landscaped gardens and patio areas are fully accessible and secure. Bedrooms are dedicated to respite care. Poppy Lodge has staff trained in supporting and caring for people living with dementia.

Designed and built to best-practice standards for dementia care, the unit is single storey. It is separate from the main home, but there is easy access to the main building for the benefit of residents, service users, visitors and staff.

All areas of the home are fully accessible and well equipped with a wide range of aids, appliances and clinical resources to meet residents' needs.

A wide-ranging programme for managing and maintaining the facilities at Poppy Lodge makes sure the environment is safe and fit for purpose.

Day care

We also provide day care at Galanos House for up to 20 service users, seven days a week. This service is provided by a designated team of staff. Although we do not have to be registered with the Care Quality Commission for the day-care services we provide, Warwickshire County Council assesses and monitors the quality and safety of these services.

Community hub

Our new community hub was built in 2019-2020. Our day-care services will be incorporated within the hub. Other new facilities include a café and rooms which are available for hire. We have also introduced weekly events such as craft groups and other special events.

Halsey House

Location 3	Halsey House
Location ID	1-125654863
Address	31 Norwich Road Cromer Norfolk NR27 0BA
Telephone	01263 512178
Number of approved places	89
Service type	Care Home service with Nursing (CHN) Provides long term and respite nursing, personal and dementia care services for male and female beneficiaries (subject to Legion eligibility criteria).
Service user band	People aged 65 or over and people under 65 who have had an assessment which confirms they have care needs that can be met by the services provided at the home. Includes dementia personal care only.
Regulated activities	1. Accommodation for persons who require nursing or personal care 2. Treatment of Disease, Disorder or Injury
Manager	Sharon Hipper
Manager ID	RGP1-9006252716 Registered for Regulated Activities 1 & 2 as above
Telephone	01263 512178
Email	SHipper@britishlegion.org.uk

Halsey House

Location description

Halsey House is in Cromer, half a mile from the town centre on the North Norfolk Coast. It is approximately 20 miles from the city of Norwich. Cromer is easy to reach by rail, bus or car. A bus route passes the home, and the railway station is a 15-minute walk away.

Accommodation: nursing and personal care

The residents' rooms are on two floors, and there are lifts and stairs to the upper floor. The 71 rooms (two double and 69 single) all have en-suite shower rooms. We use the double rooms for single residents unless two people linked by marriage, a partnership or a family bond ask to share a room. Eleven of the rooms are in the Mayes Wing (which is attached to the original property) and are suitable for residents who need personal care only. All rooms have TV, aerial and telephone points. There are extra 'assisted' bathrooms, plus toilets for residents, staff and visitors. There is a nurse-call system in every bedroom and shared areas, and residents can also have a nurse-call neck pendant so they can call for help whenever they need it.

We can adjust the height of the beds in every room. Many rooms have fixed ceiling hoists, and we also have a selection of floor-standing mobile hoists. There are several communal lounges, a library, a bar lounge, a large spacious dining area and a conservatory. Our landscaped gardens and patio areas are accessible to wheelchairs. There is a self-service café area for residents and visitors. There are small kitchens on each floor, which residents and visitors can use at any time. Smoking is not allowed in the public areas. We have a hairdressing salon, and there are clinic rooms which residents can use for consultations with their GP and other health professionals. We also have a room that we use just to provide Namaste care which provides a calm environment to promote wellbeing. This Namaste room is available to all residents. There is overnight accommodation available to visitors.

Dementia care

The Danbury Wing is a purpose-built dementia-care wing. Designed and built to best-practice standards for dementia care, there are 16 single en-suite rooms which are built around shared areas, including extra bathrooms, visitor facilities, lounges and dining areas. The landscaped gardens and patio areas are fully accessible and secure.

The Danbury Wing is single storey. It is separate from the main home, but there is easy access to the main building for the benefit of service users, visitors and staff.

All areas of the home are fully accessible and well equipped with a wide range of aids, appliances and clinical resources to meet residents' needs.

A wide-ranging programme for managing and maintaining the facilities at the Danbury Wing makes sure the environment is safe and fit for purpose.

Day care

We also provide day care at Halsey House for up to 10 service users, five days a week. This service is provided by a designated team of staff. Although we do not have to be registered with the Care Quality Commission for the day-care services we provide, Norfolk County Council assesses and monitors the quality and safety of these services.

Lister House

Location 4	Lister House
Location ID	1-125654888
Address	Southgate Ripon Yorkshire HG4 1PG
Telephone	01765 694740
Number of approved places	76
Service type	Care Home service with Nursing (CHN) Provides long term and respite nursing, personal and dementia care services for male and female beneficiaries (subject to Legion eligibility criteria).
Service user band	People aged 65 or over and people under 65 who have had an assessment which confirms they have care needs that can be met by the services provided at the home. Includes dementia personal care only.
Regulated activities	1. Accommodation for persons who require nursing or personal care 2. Treatment of Disease, Disorder or Injury
Manager	Steven Kay
Manager ID	CON1-865408929 Registered for Regulated Activities 1 & 2 as above
Telephone	01765 694740
Email	SKay@britishlegion.org.uk

Lister House

Location description

Lister House is in the City of Ripon and can be reached by the A61 and the A1 if travelling by road. The nearest railway stations are York and Harrogate, and there is a bus service to Ripon from both stations.

Accommodation: nursing and personal care

The residents' rooms are on two floors, and there are lifts and stairs to the upper floor. The 60 rooms are all have their own en-suite facilities, and each room is used for a single resident. All rooms have TV, aerial and telephone points. There are extra 'assisted' bathrooms plus toilets for residents, staff and visitors. There is a nurse-call system in every bedroom and in communal areas, and residents can also have a nurse-call neck pendant so they can call for help whenever they need it. We can adjust the height of the beds in every room. Some rooms have fixed ceiling hoists, and we also have a selection of floor-standing mobile hoists. There are communal lounges and other sitting areas. Our landscaped gardens and patio areas are accessible to wheelchairs. The ground floor includes a large lounge that is used for activities and functions, a chapel, a large dining area and a conservatory. There are small kitchens on each floor, which residents and visitors can use at any time, and we have a hairdressing salon. Smoking is not allowed in the public areas. Lister House also has an equipped therapy room for physiotherapy and exercise.

Dementia care

The Colsterdale Wing is a purpose-built dementia-care wing. Designed and built to best-practice standards for dementia care, there are 16 single en-suite rooms which are built around shared areas, including extra bathrooms, visitor facilities, and lounges and dining areas. We also have a room that we use just to provide Namaste care which provides a calm environment to promote wellbeing for our dementia-care residents. The landscaped gardens and patio areas are fully accessible and secure.

The Colsterdale Wing is single storey. It is separate from the main home, but there is easy access to the main building for the benefit of service users, visitors and staff.

All areas of the home are fully accessible and well equipped with a wide and varied range of aids, appliances and clinical resources to meet residents' needs.

A wide-ranging programme for managing and maintaining the facilities in the Colsterdale Wing makes sure the environment is safe and fit for purpose.

Day care

We also provide day care at Lister House for up to 10 service users, five days a week. This service is provided by a designated team of staff. Although we do not have to be registered with the Care Quality Commission for the day-care services we provide, North Yorkshire County Council assesses and monitors the quality and safety of these services.

Mais House

Location 5	Mais House
Location ID	1-125654918
Address	18 Hastings Road Bexhill-on-Sea East Sussex TN40 2HH
Telephone	01424 215871
Number of approved places	54
Service type	Care Home service with Nursing (CHN) Provides long term and respite nursing, personal and dementia care services for male and female beneficiaries (subject to Legion eligibility criteria).
Service user band	People 65 or over and people under 65 who have had an assessment which confirms they have care needs that can be met by the services provided at the home.
Regulated activities	1. Accommodation for persons who require nursing or personal care 2. Treatment of Disease, Disorder or Injury
Manager	Susan Barnes
Manager ID	CON1-2707942541 Registered for Regulated Activities 1 & 2 as above
Telephone	01424 215871
Email	SBarnes@britishlegion.org.uk

Mais House

Location description

Mais House is in Bexhill-on-Sea, East Sussex. It is easily accessible by train as the main line railway station and bus services are within easy reach. It is also easy to travel to by road, and it has its own car park in the grounds.

Accommodation: nursing and personal care

Mais House is a three-storey building with a variety of private and shared facilities. It is divided into two wings.

- There is a two-storey wing, which we use only for providing personal care. This wing has en-suite bedrooms, bathrooms and a room in which residents and visitors can make themselves a hot drink. Three of the bedrooms are doubles, and we use these for single residents unless two people linked by marriage, a partnership or a family bond ask to share a room.
- There is also a separate three-storey wing, which we use only for providing nursing care. This wing has en-suite bedrooms, accessible bathrooms and a lounge area.

There are lifts and staircases to all floors and all areas of the home. All the bedrooms have, television and telephone points, and we can adjust the height of all the beds. There is a nurse-call system in every bedroom, and residents can also have a nurse-call neck pendant so they can call for help whenever they need it. There are assisted bathrooms and two shower rooms, and we have a number of floor-standing mobile hoists which we use to help residents. Communal facilities include a spacious dining room, three lounges (including a bar lounge), and a conservatory.

We regularly use the first-floor lounge for activities and group therapy. There is also a hairdressing salon and a laundry room. Residents and visitors can make themselves a hot drink in the kitchen area.

The two wings of the home are linked by a greenhouse area, which is regularly used as a communal sitting area and for activities. Our large enclosed gardens are beautifully landscaped and accessible to wheelchairs.

All areas of the home are fully accessible and well equipped with a wide and varied range of aids, appliances and clinical resources to meet residents' needs.

A wide-ranging programme for managing and maintaining the facilities at Mais House makes sure the environment is safe and fit for purpose.

Maurice House

Location 6	Maurice House
Location ID	1-125654904
Address	Callis Court Road Broadstairs Kent CT10 3AH
Telephone	01843 603323
Number of approved places	77
Service type	Care Home service with Nursing (CHN) Provides long term and respite nursing, personal and dementia care services for male and female beneficiaries (subject to Legion eligibility criteria).
Service user band	People aged 65 or over and people under 65 who have had an assessment which confirms they have care needs that can be met by the service provided at the home. Includes dementia personal care only.
Regulated activities	1. Accommodation for persons who require nursing or personal care 2. Treatment of Disease, Disorder or Injury
Manager	Tracy Tremble
Manager ID	1-359894658 Registered for Regulated Activities 1 & 2 as above
Telephone	01843 603323
Email	TTremble@britishlegion.org.uk

Maurice House

Location description

Located in a quiet residential area just outside the town centre of Broadstairs in Kent, Maurice House has views of the coast. The home is easy to access from major motorway networks, and a bus stop and major train station are within walking distance.

Accommodation: nursing and personal care

The residents' rooms are on three floors, and there are lifts and staircases to all floors. The 47 bedrooms all have en-suite facilities (and 29 have showers with an ongoing programme to install showers into all en-suites). There are extra 'assisted' bathrooms, plus toilets for residents, staff and visitors. The rooms have TV, aerial and telephone points. There is a nurse-call system in every bedroom and all public areas, and residents can also have a nurse-call neck pendant so they can call for help whenever they need it. We can adjust the height of the beds in every room. Some rooms have fixed ceiling hoists, and we also have a selection of floor-standing mobile hoists.

We have communal lounges, a bar lounge and a room for social activities. There is a large spacious dining area with access to a conservatory. We have a wound clinic and also a hairdressing service is available on the second floor. We also have a room that we use just to provide Namaste care which provides a calm environment to promote wellbeing. This Namaste room is available to all residents. Smoking is permitted in a designated outside space only.

Our extensive and beautifully landscaped grounds and planted patio areas are accessible to wheelchairs.

Dementia care

Poppy Lodge is a purpose-built dementia-care wing, which we opened and registered in 2016. It provides 30 single en-suite rooms grouped in self-contained clusters. Each cluster contains 10 rooms and is built around an open-plan central core which has extra bathrooms, visitor facilities, communal areas (including a conservatory with access to the gardens), and accessible kitchens and lounges. The landscaped gardens and patio areas are fully accessible and secure.

Designed and built to best-practice standards for dementia care, the unit is single storey. It is separate from the main home, but there is easy access to the main building for the benefit of service users, visitors and staff.

All areas of the home are fully accessible and well equipped with a wide range of aids, appliances and clinical resources to meet residents' needs.

A wide-ranging programme for managing and maintaining the facilities at Poppy Lodge makes sure the environment is safe and fit for purpose.

Care services philosophy and aims

Care services philosophy

We embrace a set of core care values that inform every aspect of our service delivery:

- Quality of care and service delivery to the highest standards
- Respect for each person as an individual with their own beliefs, values and culture
- Dignity protection in the environment and in delivery of care
- Privacy in personal space and for personal transactions
- Rights to consultation and continued citizenship
- Choice in daily routines and activities
- Fulfilment of mind, body and spirit
- Independence maintained to maximum potential both physically and mentally
- Inclusive and participatory presence in wider local community
- Security of a safe and enabling environment and zero tolerance of abuse and discrimination
- Fairness and transparency in all of our business

In order to measure our success in meeting service user needs, we have established clear aims and objectives for service delivery that incorporate our values.

Aims

- To provide for the most frail and vulnerable beneficiaries health and social care services to a standard of excellence that are clinically effective, enabling, and safe
- To provide Inclusive environments valuing diversity irrespective of religious or spiritual beliefs, culture, race or ethnic origin, gender, sexual orientation, disability or diagnosis, political affiliation, or armed service history
- To foster friendships and camaraderie of group living whilst respecting and promoting the rights, choices, privacy and dignity of individuals
- To meet statutory and commissioning requirements at the highest quality standard
- To ensure beneficiaries experience high levels of personal satisfaction
- To embrace and embed best practice standards to enhance the quality of life of our beneficiaries and enhance the job satisfaction of our employees
- To foster productive, respectful and mutually beneficial professional relationships with health and social care partners to enhance beneficiary health and welfare
- To represent and support the work of The Royal British Legion in the local community and deliver the Operations Division's strategic objectives

Care services objectives

Care services objectives

1. Increase number of vulnerable beneficiaries living with disability, long term conditions and complex needs who receive Legion care services through:
 - a. Maximising community involvement and community profile; establishing partnerships and good working relationships with health and social care commissioners and agencies, voluntary agencies and Legion offices and branches
 - b. Maintain accessible and responsive application processes
 - c. Maximising occupancy
 - d. Maximising day places (Galanos House, Halsey House, Lister House, Maurice House only)
 - e. Delivering dedicated dementia, palliative and end-of-life care.
 - f. Continuous review, development and delivery of long term and respite health and social care that meets an ever changing range of health conditions and associated needs
 - g. Provision of clinically effective interventions in a timely manner
 - h. Promote and uphold Dignity in all service delivery and related activities
2. Beneficiaries are provided with a safe, comfortable, well equipped, and enabling environment that is fit for purpose and provides a home from home.
3. Beneficiaries receive safe, effective and responsive person centred health and social care from compassionate, knowledgeable and skilled personnel.
4. Service users are consulted and involved in planning and reviewing their care, and in the running of the home
5. Compliance with all relevant Statutory legislation, safe practice notifications, Commissioning standards, Professional standards, best practice guidance, Legion standard operating policies and procedures is evidenced.
6. Continuous improvement of services is achieved through compliance with Homes Quality Governance and Clinical and Care Effectiveness and Audit policies.
7. Evidence accountability, excellence and risk management through good governance and leadership; this includes learning from incidents within an open and transparent environment
8. Provide value for money and evidence robust financial management
9. Strive to achieve a rating of 'Good' or 'Outstanding' from CQC, commissioners and national awards and/or

recognition from specialist care organisations, research institutions and other regulators.

This is achieved through delivering services that are:

Safe

- A robust safeguarding adult's policy is in place. Staff receive training in Safeguarding, Deprivation of Liberty Standards, Mental Capacity Act and Equality & Diversity. The Legion adopts a zero tolerance to abuse; all allegations are robustly investigated and there is a Whistleblowing policy and independent staff advice available. There is a "Positive Risk Taking" policy in place which guides risk management in relation to service user need and choice.
- A "Being Open & Honest and Duty of Candour" policy is in place. All incidents and accidents are recorded and investigated in order to learn and improve. Statutory Notifications are submitted to relevant agencies.
- A comprehensive Facilities Management programme of planned and remedial servicing and repair is in place to ensure the environment and all systems and equipment is safe and fit for purpose.
- There is a comprehensive Health and Safety policy in place. A team of regional Health and Safety Advisors support the Home Manager to assess and manage risk and provide continuous training to staff. Training includes Infection Control, First Aid, Fire Safety and Evacuation, Moving and Handling, Food Safety. The environment is regularly audited to ensure it is safe, clean and practice meets control of infection standards.
- A comprehensive Medicines Management System guides the safe management of medicines. Medicines management is regularly audited to ensure continued compliance. All staff who administer medicines are qualified to accredited certificate level.
- Staff are recruited within a robust recruitment framework. Suitability for employment is dependent upon achieving a full range of employment checks. All staff undergo enhanced DBS checks prior to employment. Registered Nurses are checked against NMC register to confirm registration up to date and fit to practice.
- Staffing levels conform to industry norms with generous staffing levels in ancillary departments to support care and nursing teams. Staffing levels and deployment are continuously reviewed to ensure they continue to meet the needs of service users and layout of building unique to each registered location.

Effective

- Staff are provided with a comprehensive range of mandatory training, plus additional elective training and funded access to qualification courses in order to ensure the staff team is skilled and knowledgeable to meet service user needs and the roles they perform. An annual training plan is developed with reference to changing service user needs, staff appraisals and supervision. Records of training are kept.
- Registered Nurses are supported to access ongoing clinical skills development and training to meet NMC Revalidation requirements and the varied and complex range of health conditions of the community we serve.
- The Legion promotes a philosophy of person centredness which guides individual care planning in partnership with service users. Families and representatives are consulted according to capacity and consent best practice.
- All service users are consulted about nutrition and hydration. Risks are identified through use of the MUST screening tool, and care plans to manage risk implemented and reviewed in partnership with service user and catering teams. Chefs prepare nutritious meals; snacks and drinks are freely available; the seasonal changing menu is adapted according to individual choices and with reference to allergies, intolerances and special or medically advised diets. Dietician and Speech and Language Therapist is accessed to support individual care. Weight is monitored at a minimum of monthly; nutrition and hydration is subject to local audit and service users are regularly consulted about quality of food and suggestions for menus.
- All service users are registered with a GP. Close professional relationships are fostered with health and social care partners including professions allied to health, to benefit service user health and welfare. Referrals are made in a timely manner.
- The environment is enabling and meets DDA legislation and is subject to a continuous programme of redecoration and renewal. All areas of the environment are fully accessible, including landscaped outdoor space. There is a comprehensive range of equipment, systems and aids to meet service user need and choice. A comprehensive range of clinical equipment is provided and regularly maintained and replaced according to need in order to manage complex long term and acute health conditions.

Caring

- Personal histories and lifestyle choices are a core feature of care and care planning. Staff support service users as far as possible to achieve preferences; positive risk management protocols guide practice to limit risk to individual or others.
- Service users and their families are consulted about their care and choices. Regular meetings are held about the running of the home, and service users participate in annual satisfaction survey.
- Dignity and respect are core principles underpinning staff interaction with service users.
- Staff respond to requests for assistance in a timely

manner and are trained to be alert to signs of distress or discomfort in order that they can respond quickly and effectively.

- Advance care plans incorporate service user wishes regarding future care should they become unable to make decisions or express preferences. Families and representatives are supported to be involved in the care of their loved one at the end of life
- Visitors are welcomed and there is an open visiting policy.

Responsive

- Care plans are reviewed and evaluated at a minimum of monthly; service user views are taken into account. A "Resident of the Week" comprehensive care review is conducted with individual service users or their representatives at a minimum of annually.
- Service users are supported to maintain hobbies and interests and maintain links with the wider community. A varied range of social and leisure activities are provided, with individual support to engage where required.
- Links are established and developed with a range of community medical, health and social care agencies and professionals to meet service user need and choices including referrals in a timely manner.
- There is a robust and accessible complaint procedure in operation. Leaflets and posters are accessible and publicise the complaint procedure. Feedback at resident meetings and personal interaction are responded to.

Well led

- Registered Managers are visible and accessible to staff, service users and visitors and play an active part in setting standards, reviewing quality and compliance, and driving and engaging with development including seeking and responding to feedback.
- Managers are supported to meet responsibilities by a range of Legion departments and personnel.
- Managers chair regular meetings with staff, service users and families to consult on the operation of the Home.
- Managers are involved in creating business and development plans, quality improvement plans, and staff development plans to ensure their expertise and knowledge of the needs of service users and the wider health and social care community are reflected in continuous review and improvement of services.
- A Quality Governance policy drives continuous review and improvement of the service. Quality management includes standards audits, compliance checks, guided observations, surveys, face to face meetings, clinical data collection and analysis, incident management and finance management.
- Systems, processes and staff training supports principles of confidentiality; secure management of information meets legislative requirements.
- Registered Managers engage with health and social care research and development locally to inform and develop health and social care policy, protocols and service delivery and to be kept informed about industry, regulatory and commissioning requirements.



ROYAL BRITISH LEGION

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