



Coombe House
Established 1984

Coombe House. Statement of Purpose 2024

Coombe House

Lamellion

Liskeard

Cornwall

PL14 4JU

www.coombe-house.org.uk

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Business registration 1158086

Sole Trader



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Statement Of Purpose

Our Statement of Purpose outlines the care we provide, how we are organised to provide that care and includes a general overview of the facilities, services and practices adopted to implement the efficient delivery of meeting our stated purpose.

Naturally, there is more to our service provision than a few pages stating our purpose, therefore, our Statement of Purpose should be read and applied in conjunction with our wider policies, procedures, practices and protocols.

Our Statement of Purpose is available to all new prospective Service Users, visitors and other relevant “interested parties” with an interest in our care provision. A copy of the entire Statement of Purpose is lodged with our Inspectorate.

Wherever any part of the Statement of Purpose changes, we ensure that all circulating copies of the Statement of Purpose are updated within 28 days of that change. Furthermore, our Inspectorate are also sent those changes in order that they may update the copy lodged with them.



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A Description Of The House And The Surroundings

- Coombe House is one mile from Liskeard centre, at the head of the Looe Valley.
- Liskeard is a 20-minute walk away and can be reached by Taxi, by train from Coombe Junction Halt, or by private car.
- Coombe House has a family kitchen, 2 sitting rooms, a dining room, 16 single bedrooms (3 have en suite facilities), 2 bathrooms and 5 lavatories. Our offices are in the basement where there is a bathroom. Our laundry room is outside next to long washing lines in the back garden.
- People who live with us are welcome to bring items of their own furniture and other furnishings if they so wish.
- The first floor is reached with the aid of a chair lift and both bathrooms have bathing aids and hoists. All lavatories are fitted with handrails, as are our corridors. We also have a variety of lifting equipment for frail people who live with us. Special beds and other aids can be provided by the community nursing team when they are needed.
- The House is cleaned regularly by our cleaning staff and the re-decoration of rooms takes place between vacancies.
- The House is heated by a biomass boiler which runs both hot water and central heating systems. Radiators are fitted with individual thermostats so that each room can be adjusted.
- We have an up-to-date fire system which is serviced and maintained by Alliance of Newton Abbot. Tests are carried out weekly to make sure the system is constantly in good working order and staff have regular fire training. Two staff are trained Fire Wardens.



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Our Aims

We aim to provide person centred care to 16 people, most usually over the age of 60.

We care for people who live with dementia and have made this our area of commitment and skill. This may mean that people without a dementia would find living with us a challenge. On occasion we are asked to care for younger people living with early onset dementia. We will only do this if we feel we have the skills in our staff team to offer the care that they need, and the support from our local community psychiatric team.

We can offer long term care, and day care. We do not have rooms dedicated for respite care but will offer this service whenever we are able.

We offer day care for people who might be considering respite or permanent care. This is done on an assessment basis which takes into account the delicate balance required to meet those already living at Coombe. Our hope is that this would make an eventual move into the Home less daunting. It is also an important way to offer help to carers, meaning that their loved ones can remain at home longer.

We strive to provide a high standard of professional care in an environment which feels as close to being at home as possible. In this atmosphere of care and support, the people who live at Coombe House will be enabled and encouraged to live as full, interesting and independent lives as possible, each valued as individuals, with rules and regulations kept to a minimum. We believe that there is no reason why people living with dementia should not be able to enjoy a good quality of life and we do everything possible to make sure this can happen.

We have two and a half acres of beautiful gardens and wish to help the people who live with us enjoy being outside as much as they want, whether it be walking or sitting or helping with the growing and harvesting of vegetables and fruit, or assisting with feeding chickens or walking dogs. We have an open door policy which means everyone is free to be out of doors at any time.



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Your Rights

WE RECOGNISE THE FOLLOWING RIGHTS WHICH CONTRIBUTE TO A HIGH STANDARD OF CARE AND QUALITY OF LIFE

- The right to be called by the name of your choice.
- The right to care for yourself as far as you are able.
- The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- The right to personal privacy at all times.
- The right to invite whoever you choose into your room.
- The right to independence.
- The right to have your dignity respected and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- The right to live your chosen lifestyle and take an active part in any decisions about daily living arrangements that affect your life.
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.
- The right of access to outside agencies of your choice e.g. doctor, optician, chiroprapist etc., and where necessary to be assisted with this.



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- The right to look after your own medicines, if you are able to do so.
- The right to control your own finances, if you are able to do so.
- The right to make personal life choices such as what food you eat and what time you get up and go to bed.
- The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals if you are able to do so.
- The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- The right to participate in voting at elections.

RISK

We accept that there is a delicate risk balance assessment to be made in order to live a full life and we carefully weigh up both emotional and physical risk in all the activities of daily living.



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Registered Provider

The name of the Registered Provider is:

MRS ANN GRAY

The address of the registered Provider is:

COOMBE HOUSE COACH HOUSE,
LAMELLION,
LISKEARD.
CORNWALL
PL14 4JU

Email: manager@coombe-house.org.uk

The relevant qualifications of the Registered Provider are:

- Qualified Nurse, St Bartholomew's Hospital
- NVQ IV and V – Residential and Social Care
- Diploma in LEADERSHIP MATTERS IN DEMENTIA CARE
- MA Plymouth University, dissertation in bereavement

FULL CV ON PAGE 30



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Staff Compliment

The total number of staff we currently have is: 32
The total number of care staff we currently have is: 23

Numbers, Qualifications And Experience Of Staff

We have a commitment to our staff and their training in order to provide a stable and motivated professional team, dedicated to our principles of person centred care. In order to do this we have a staff development programme.

We recruit staff who share our values.

We provide resources required to make sure that we source good training. Although Dementia Care Matters no longer exists, we have not lost sight of that training and retain an abiding commitment to their principles of person-centred care.

We make sure that there are suitably qualified competent and experienced staff in sufficient numbers so that we can give the person-centred care we are proud of.

Full details of names, qualifications and experience of our staff are kept in our office and may be inspected at any reasonable time.

As a basic minimum, all our care staff receive training and have experience in the following areas:

- Person Centred care
- Dementia Care
- Palliative Care
- Nutrition
- Mental Capacity
- Deprivation of Liberty
- Safeguarding
- Senior Staff Safe Handling Of Medications



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Nature Of Care Provided and Range of Needs Supported:

- Dementia
- Alzheimer's
- Old Age
- Physical Disabilities

Nursing Care:

We do not provide Nursing Care.

If nursing care is needed, we are overseen and supported by the Liskeard and Looe District Nursing team.

Special Provisions:

We offer a fully integrated dementia friendly environment and our staff are both highly trained and experienced in this area.

Length of Care Provided:

It is our aim to be able to offer everyone who lives with us 'care for life.' However, in certain circumstances should any individual needs dramatically change, or where professional opinion dictates that specialist care is required, for example for the protection of that person and/or other people who live with us, we will always listen to professional advice which is in the individual's best interests.



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Consulting Those In Our Care

No care practice may be undertaken without the informed consent of the person who lives with us and/or their appointed representative.

Consent extends to the records we keep, assessments we make, reviews etc.

At all times we will sensitively consult with individual residents regarding any proposed medical, care practice and end of life care, fully documenting all personal preferences and wishes.

We make sure that during induction, all staff are taught what consent is, why it is important and how to address the refusal of consent being given. Any refusal to give consent should be notified immediately to the most senior person on duty who will record the situation and coordinate appropriate action.

Since we have a duty of care towards the people who live with us, we have to maintain records of where consent has been denied, and if possible, the reason or reasons. This not only helps us seek to address any misunderstanding but provides evidence of denied consent should such evidence become necessary.

Where any health or care activity is being maintained for legitimate statistical purposes, the person or their representative must understand what is intended and their informed consent given for the information to be collected and subsequently used for the purpose for which it was intended.



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Advocacy

Those in our care are encouraged to make their own decisions
However, a person may be or become unable to exercise their rights to their best interests and a person or persons may be appointed to speak for them in their best interests.

Such a person acting on behalf of another in this way is known as their “advocate” and may be a relative, friend, professional person etc. Our policy is never to act as advocate for a person in our care because of the potential for conflict of interest.

Details of a person’s advocacy arrangements are kept in the appropriate confidential file for that person accessible by senior staff authorised by the Registered Manager and only then under appropriate documented circumstances.

Breaching confidential advocacy arrangements represents gross misconduct for which a member of staff may be dismissed.

Financial Affairs:

This is often the most sensitive advocacy issue. Those in our care should handle their affairs for as long as they both want and are capable of doing so.

It is strictly against our policy for any member of staff to involve themselves in the financial affairs of anyone in our care, even where the person cared for wants the employee to become involved.

However, where the Registered Manager and at least one other senior member of staff are informed and it is recorded in the client’s file there may be circumstances under which a staff member may engage themselves in the financial affairs of a client. This must be agreed in advance of involvement although we are unlikely except in exceptional circumstances to agree to such an arrangement.



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Involvement in the financial affairs of a client may lead to problems with disastrous consequences, which is why breach of this policy represents gross misconduct, and may lead to dismissal.

External Advocacy Organisations:

- _ Rethink Advocacy Service – Tel: 0191 - 548 53 33
- _ Age Concern, IMCA – Tel: 0191 - 514 11 31



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Our Quality Policy

Coombe House is committed to providing a service of high quality by caring, competent, well trained staff in a homely atmosphere.

We will provide services based upon consultation and assessment of the needs of each person who lives with us we will:

- a) Listen to our staff, the people who live with us and others with an interest in the Home
- b) Make sure that assessments are made which balance risks and needs.
- c) Promote a level of responsible risk-taking in daily living activity
- d) Operate an effective care planning system.

We will involve the people who live with us, if this is possible, in the planning and review of the care that is provided for them to make sure that their needs are met. If they are unable to take part in this process, we will involve their families and/or next of kin.

This will be achieved by:

- a) Enabling and empowering the people who live with us and their relatives to influence the care provided at Coombe House by giving each a real say in how services are delivered.
- b) Encouraging people who live with us and their relatives to become involved in all decisions which are likely to affect them now or in the longer term

We will consult people who live with us and their families about their satisfaction with the service and suggestions for improvement.

This will be achieved by:



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- a) Senior staff and the Proprietor being available for people who live with us and relatives' discussion of their needs and wishes. Customer satisfaction surveys.
- b) Regular staff meetings.
- c) Consultation with other professionals who visit the Home.
- d) Regular reviews of our Quality Management System.

We will provide catering services which meet the expectations of people who live with us. This will be achieved by:

- a) Planned, structured menus which include peoples' wishes, choices and preferences.
- b) Menus which are nutritionally balanced. We grow many of our own vegetables. We use local butchers and local produce wherever possible.
- c) Menus which allow people who live with us to make food choices.
- d) Menus which can be enjoyed by people who live with us who find eating ordinary food challenging.

We will try to make sure that people who live with us are fully informed about all matters which might affect their well-being.

This will be achieved by:

- a) Making time to talk to and listen
- b) Sharing information and giving support to their families.

We will afford all people working in our Home an equality of opportunity .

This will be achieved by:

- a) An Equal Opportunities Policy which is detailed in our employee handbook.

We will try to make sure that the Home is a safe and secure place to live.

This will be achieved by:



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- a) Making sure that the physical environment meets all Health and Safety standards.
- b) We employ the services of TCS and with their help, we have a comprehensive Employee Health and safety handbook issued to all members of staff.
- c) Senior staff have delegated areas of Health and Safety practice.
- d) All staff have Moving and Handling, Fire and Accident and First Aid Training as well as Food Hygiene training.
- e) Providing people who live with us with insurance cover for their personal possessions and, if needed, a safe and secure place to store their valuables. We encourage people who live with us to keep as few valuables in the Home as possible.
- f) Safe and secure storage of medicines, and extensive training in administration practise.

We are committed to meaningful activity which makes each person feel worthwhile and valuable. This will be achieved by:

- a) Making sure that meaningful occupation is appropriate to their needs, abilities or expressed wishes.
- b) Making sure that we consider the social, spiritual, cultural, emotional and physical needs of people who live with us.
- c) making sure that the people who live with us have the freedom to make choices about what they do every day
- d) making sure that we always balance risks with the opportunity to enjoy a rich quality of life

We were proud to be a Dementia Care Matters 'Butterfly ' home.

At our kite mark inspection in 2015 we achieved a level one star standard, excellent, for our commitment to person centred care.

Now, although Dementia Care Matters no longer exists, we remain faithful to its values.



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Facilities And Services

Meals

Meals will be carefully prepared by our qualified cooks who will make sure that they are as interesting and varied as possible. People who live with us are offered choices each day and special diets including diabetic and vegetarian will be catered for.

These choices are available at all meal times.

The day usually begins with an early morning cup of tea or coffee, followed by breakfast, mid-morning tea/coffee and biscuits, 2 course lunch, mid-afternoon tea/coffee, 2 or 3 course high tea and night time drinks and supper snacks.

There is fresh fruit available throughout the day and drinks and snacks as requested, from the kitchen.

Special diets are catered for and advice of the dietician is sought where necessary.

A choice of breakfasts is available throughout the morning. As we are a small Home, one set meal will be prepared at lunch time. People who live with us will be consulted about their preferences and a separate meal will be prepared for anyone who does not like the meal of the day. At high-tea there will be at least 3 choices of savoury foods and a wide selection of cakes.

As many people living with dementia find eating at set times challenging, healthy snacks are available 24 hours a day.



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Medical Care - Qualified Nursing and Care Staff

Staff are always on duty to plan and supervise care, making sure it is of the highest standards at all times. The Liskeard GPs will call if required, although people who live with us may of course retain their own Doctor if this is practical. Community nurses and primary care team staff will visit as appropriate. Consultant Physicians will visit on request if this is necessary.

Optician and Dentist

Dentists no longer visit regularly, but we can assist you to make appointments to a dentist of your choice. We can accompany people to the dental surgeries if families wish us to. Our staff are trained to deliver a high standard of oral care, but this is sometimes challenging..

A Domiciliary Optician can visit when available.

Physiotherapy

Can be arranged as necessary, this usually has to be ordered by a GP. It is possible to source a private Physio, should you wish to do so.

Chiropody

A private chiropodist visits the Home 6 weekly and is charged for separately.

Hairdressing

Hairdressing is provided, at an additional charge, in the Home, although you are free to go out to a hairdresser if you wish. You can also invite your own hairdresser to visit you at Coombe.



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Personal Telephones

The telephone number is: **01579 346819**.

We also have a family phone number, 01579 342444 if you want to speak directly to your friends or relatives. We would suggest you first ring the Coombe land line number to make sure that the person you are calling is ready to receive your call.

Personal mobile phones are acceptable within the Home. Anyone wishing to have access to a direct dial phone in their rooms can have a connection to this facility at an additional charge. The telephone can be set up and billed for by BT as if it were in a private home.

Administration Support

Administration support can be provided by our staff and people who live with us who may require a letter to be written for them can avail themselves of this service.

Shopping

It is difficult for many of the people who we care for to go shopping on their own, but this can be arranged with relatives or a staff member. Staff can assist people who live with us by purchasing goods on their behalf within the necessary safeguards of our personal finance procedures.



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Laundry

Laundry is undertaken within the normal fees for service. The laundry equipment achieves the Care Standards and the 1998 Water Regulations.

We would find it really helpful if all personal clothing could be labelled and cannot be held responsible for any loss of items not so marked. There are limited facilities for people who live with us to do their own laundry.

Dry Cleaning

Dry cleaning can be provided at cost plus a service charge and can be arranged

Kitchen Facilities

Kitchen facilities are built to the standards laid down by the Environmental Health Department. In 2023 we achieved 5 stars for the standard of hygiene in our kitchen

After a risk assessment, which is reviewed regularly, people who live with us may be allowed to have a kettle and tea/coffee making facilities in their own rooms. All are free to make their own drinks in the kitchen, though some people may need help. Many people love to help in the kitchen and we encourage them to help prepare food or wash dishes.



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Other Services

Arrangements for reviewing your plan of care.

We operate a full planning and review system. On admission each person is assessed, and a plan of care formulated. This plan will cover all areas of life and will not focus purely on problems and physical matters but aim to enhance the quality of life. A pen picture of each life history including interests and activities is produced for each person. We will often need the help of their families to do this.

We like to know what makes a good day for you and how we can support you if a day is not so good.

We will ask you or a family member to check that they feel the care-plan we have devised is as they would wish it to be, then we will ask them to confirm this with a signature. We will also ask for a signature at each care plan review.

Arrangements for religious services.

We take all reasonable steps to make sure that your wishes are known and understood in relation to the practice of your chosen religion. Where requested, we will observe and ensure confidentiality in your religious belief or alternatively we will take such steps as may be necessary to enable you to attend religious services or access religious leaders, ministers or priests in private.

Arrangements for social activities, hobbies and leisure interests.

We hope to be able to provide a variety of ways that people who live with us can engage in the enjoyment of social activities, hobbies and leisure interests. Individual wishes regarding involvement in activities will be respected. A balance must be struck between gentle encouragement and respecting wishes not to participate. We have art therapists, a music therapist, and a trained Love to Move facilitator.



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Arrangements for pets.

We may be able to consider small well-behaved pets, subject to discussion with the proprietor and consultation with a local vet if this should be appropriate. We will need to discuss this with you carefully before confirming that it will be possible.

Arrangements for maintaining contact with relatives, friends and representatives.

We actively encourage people who live with us to maintain all forms of social contact that they enjoyed before moving in. We will assist people who live with us to maintain these contacts if requested. As coombe house will become your home, your visitors are welcome at any time.

You can receive visitors in your own room or in one of the sitting rooms or, outside mealtimes, in one of the dining room or in the gardens.

Your visitors can stay for meals if they just check with the cook first.

Visitors wishing to take their loved ones out should speak to the Senior Member of staff on duty first to make sure that any medication needed can be provided and that the outing is within the capacity of that person. Please let us know when you go out and return.

We encourage families to take part in the daily life at Coombe House. They are welcome to eat meals with us when they visit.

We encourage more families to be aware of what their relatives can achieve and the satisfaction they get from doing so. We would like their help with our life story work. We will keep in touch with families who live at a distance by email.

We help people who live with us to write emails and send photographs of what they have been doing. We will invite families to social events, such as a Christmas party and Mother's Day tea.



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Should There Be Any Exceptional Circumstance, Such As An Outbreak Of Infection, We May Have To Take Advice About The Risks Of Visiting, But We Remain Committed To The Importance Of Seeing Family And Friends As A Basic Right.

Privacy

Those in our care expect to enjoy the same standards of privacy we all generally expect to enjoy.

Being alone, free from intrusion or disturbance etc. are basic human rights and need to be reflected in our care practices and attitudes as pivotal to our standards of care.

By nature, being cared for can make it harder to enjoy privacy than, for example, living in one's own home independently. We need to stay alert to this and sensitive to its significance.

Confidentiality, trust, gossip all contribute to both the reality and perception of privacy which is another dimension of why we take such matters so seriously.

Consultations with those in our care by the following professionals, and similar others will always be strictly in private unless specifically requested otherwise:

- health
- social care
- law
- finance



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Practical Privacy:

Staff must always knock on room doors, bathroom and toilet doors before entering or being invited to enter.

We will make sure that people who live with us have privacy in reading and/or writing mail. This includes electronic mail (where accessible) with particular regards to the confidentiality of passwords. They may also have the private use of the telephone with whatever help they require to do so. The people who live at Coombe can dine and entertain privately as they so choose and their families are able to request times when they would all like to join them.

Confidentiality

Trust is an integral part of our ability to provide consistent high standards of care and as such it must not be broken. A person's trust is not just a right but a special privilege, which means staff must exercise care and thought in their handling of confidences. They must never divulge a confidence placed in them by anyone who lives at Coombe, colleague, or relative.

Only where the nature of the confidence may have a detrimental impact upon the standard of care should they consider passing it on and then only to the Registered Manager, never to anyone else.

The Registered Manager will determine the best way to handle the matter. These high standards of confidentiality apply just as much to information recorded in care plans and client records. Breach of confidence may constitute gross misconduct and as such may lead to dismissal.

We have a separate policy, relating to whistleblowing, which protects your right to expose unsound practice without detriment to yourself.



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Dignity

We recognise the importance of maintaining the uniqueness and character of each and every person in our care. Thus we aim to uphold a standard of care that reflects this in practice.

Therefore, we are careful to avoid situations for those in our care that may lead to impairment of their self-esteem and sense of worth. Where such situations might occur, we seek to diffuse them gently and sensitively.



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Fire Precautions And Emergency Procedures

Our Home's fire precautions have been designed with advice from the Fire Officer and to date all recommendations are implemented following the annual Fire Officer's visit in 2023. However, whilst every attempt has been taken to minimise risk of fire there can be no guarantee of safety. The Home undertakes regular fire drills and reviews of procedures. The Home operates separate FIRE PROCEDURE RECORDS which includes records of fire drills, alarm tests and records of staff training. Aiiliance of Newton Abbot help us by servicing our fire system and providing training for staff in the use of extinguishers and extra training for the 2 staff who are Fire Wardens.

We have risk assessments in place which are reviewed annually and form part of the County Fire Officer's inspection. We also have risk assessments (personal evacuation plans) in place for everyone who lives with us to highlight the additional difficulties that might arise at night. A visitors' book, register of people living in the Home and these risk assessments are kept easily available in case of emergency.

All staff are provided with information about the Fire Procedure at induction. All staff are required to attend regular up-date teaching on Fire Procedures and use of Fire Equipment. In addition we use emergency policies, and procedures as may be required in situations that may arise.

The relevant documents are listed below:

- Fire Policy
- Emergency Planning
- Accident and Incident Reporting
- Missing Person Procedure



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Your Property

We cannot accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the people who live with us unless such money or property shall have been identified to the Home in writing with a current written valuation.

In the case of money, liability will not be accepted unless the money is deposited in the Home's safe for safekeeping.

For items above £1000 the individual people who live with us are themselves responsible for a separate insurance policy to cover that risk.

Most of the people we care for at Coombe House are confused. We discourage them from keeping cash or items of real value on our premises. We ask for the co-operation of their relatives in this.

We cover this in an admission letter, "what to expect."

Gifts And Signing Legal Documents

Our employees or staff are not permitted to directly accept any gifts, from people who live with us or to sign as a witness any legal document which pertains to one of the people who live with us at Coombe House.

We would welcome your co-operation with this.



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Name And Address Of The Registered Provider And Home Manager

Ms Ann Elisabeth Gray
Coombe House Coach House
Coombe House
Lamellion
Liskeard
Cornwall
PL14 4JU

Qualifications And Experience

Education

Perse School for Girls, Cambridge
8 GCSE O levels 1964
2 A levels English, History 1966
MA in Creative Writing at Plymouth University 2007
University prize for distinction in dissertation (bereavement and loss)

Registered General Nurse

November 1969 - St Bartholomew's Hospital London EC 1

1969-1970 - Staff Nurse, St Bartholomew's Hospital
worked as a belt (staff nurse) in General Theatres, in Gynaecology, and as a senior staff nurse on the Minor Operations Day Unit.

1971 – 1983 - Housewife and mother (4 children)

1974-1975 - Part-time staff nurse (nights) on Accident & Emergency theatres,
Northampton General Hospital.



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1983-1984 - 3 months work as a staff nurse in Lamellion Hospital, Liskeard, and a 2 week re-training in theatres at Derriford, Hospital, Plymouth, before being appointed staff nurse in Passmore Edwards Hospital, Liskeard. This post involved work in a small general theatre, the accident and emergency department, out-patient clinics in addition to general ward nursing. During this time, I received my extended role qualification for suturing.

1983-1985 - Worked as a Practice Nurse for Drs Critchley, Ussher and Auckland at the Parade Surgery, Liskeard. During this time, I extended my skills in dealing with a huge variety of patients.

1984 - Present day Bought Coombe House, Liskeard to convert to a Residential Home. First Resident arrived March 1985

As Manager of Coombe House Residential Home my duties include:

- Reporting and recording to CQC legislation requirements
- Staff recruitment, training and support (care staff and ancillary staff)
- Overall responsibility for care of the people who live here, assessing their medical and social needs, reporting, recording and care planning the same.
- Organising excursions and in-house entertainment.
- Consulting with other professionals. Consultants, GPs, District Nurses,
- Community Psychiatric Nurses, Social Workers, Physiotherapists, Occupational Therapists, Dieticians, Advocates, Care Managers, County Finance Officers, Case Co-ordinators, Pharmacists.
- Ordering, disposing and safekeeping of medicines.
- Ordering and safe housing of medical supplies.
- Ordering and safe housing of cleaning and household supplies.
- Ordering catering supplies, balanced menus, special diets.
- Handling of inspections by all authorities. Care Quality Commission. Environmental Health, Fire safety officers. Dementia Care Matters



Coombe House. Statement of Purpose 2024

- consultation and support of relatives and friends
- consultations with solicitors for power of attorney and court of protection
- Business accounting and consultation with accountant and Bank Managers

1992: - Registration included 4 residents who may be MPE fit person interview conducted by Joint Inspection Unit. Later varied over the years to present position.

1994: - Partner in LISKEARD CARE Domiciliary Care Agency

My partnership role was:

Assessment of clients initial and continuing, staff recruitment and training and support organisation of staff rota, support and consultation of clients, relatives and friends consultation with other professionals, GPs, District Nurses, Community Psychiatric Nurses, Care Managers, Case Co-ordinators. Assessment of NVQ 2 and 3.

2003 to 2013: - Director Liskeard Care Ltd. Company ceased to trade in 2013

Continuing Education

September 1994 Assessor Award. D32/33, Saltash College.

RGN PREP Requirement Courses and Seminars

NVQs 4 and 5, in Management and Leadership.

Treasurer of Cornwall Association of Residential Care Homes.

A level Philosophy course 2002.

MA Plymouth University, dissertation distinction, grief and bereavement.



Coombe House. Statement of Purpose 2024

Organisational Structure Of The Home

Owner/Manager: Ann Elisabeth Gray

Senior Carers: Sara Hawes, Joy Hawes, Sophie Barnes, Allison Symons and Louisa Williams

Health and Safety, Fire Warden: David Woolley,

Senior for meaningful/creative activity: Penny Wheeler

Senior staff have responsibilities for Health and Safety, care of medicines, training and supervision and managing the rota for care assistants, both day and night, catering staff and cleaning staff.

There are 2 gardeners and a permanent member of staff responsible for maintenance.



Coombe House
Established 1984

Coombe House. Statement of Purpose 2024

Room Sizes And Numbers In The Home

Room Sizes and Numbers		
Room	Dimensions (Metres)	Floor area (Square metres)
Bedroom No.....1E		16.4
Bedroom No.....2E		16.1
Bedroom No.....3E		12.8
Bedroom No.....4E		12.8
Bedroom No.....5E		13.95
Bedroom No.....6E		13.2
Bedroom No.....1		17.5
Bedroom No.....2		14
Bedroom No.....3		18.5
Bedroom No.....4		12
Bedroom No.....5		10.2
Bedroom No.....6		10.9
Bedroom No.....7		10.9
Bedroom No.....10		10.5
Blue bathroom downstairs		11.4
Bathroom & WC Upstairs		5
BEDROOM 7E		11.1
NEW GRAY BEDROOM		14.4
WC end corridor extension		1.75
WC understairs, main hall		3.62
Kitchen		20.2
Laundry		11.5
Communal sitting room, Blue		23
Communal sitting room, Red		15.1



Coombe House
Established 1984

Coombe House. Statement of Purpose 2024

Room Sizes and Numbers		
Room	Dimensions (Metres)	Floor area (Square metres)
Dining room		25.1
Office in basement		25.1



Coombe House. Statement of Purpose 2024

Comments, Compliments and Complaints

We welcome any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home. Complaints or Concerns about the service provided within any Home will be treated seriously

If a person who lives with us or their relatives requires help to make a complaint then they will be given advice about potential advocates.

A copy of our complaints procedure is enclosed at the end of this guide.



Coombe House. Statement of Purpose 2024

The Care Quality Commission

This is a National body which regulates standards of care in Care Homes and is located at:

CQC
CITYGATE
GALLOWGATE
NEWCASTLE ON TYNE
NE1 4PA

TELEPHONE 03000 616161

There is also a Local Government Ombudsman scheme which looks at complaints about all types of care services for adults in England

You can contact their advice team on 0300 061 0614



Coombe House. Statement of Purpose 2024

Comments, Compliments And Complaints

It is our policy that all comments, suggestions and complaints are dealt with quickly and effectively.

We shall make every effort to provide the best possible service. However, there may be occasions when people are not happy with the service.

We recognize the right of everyone who lives at Coombe, relatives, representatives and members of staff to inform us of any problems or complaints they may have.

We are always looking to improve our services. All comments, suggestions or complaints regardless of how small they may appear will be treated seriously and used to improve the service offered.

All complaints received will be recorded and investigated by the senior staff or Proprietor, Ann Gray, within seven days of receiving the complaint.

In the first instance every effort will be made by the Senior Staff and Ann Gray to rectify the complaint.

Ann Gray or, in her absence, the Senior Staff will make arrangements to discuss the investigation with the complainant. However, if we cannot rectify the complaint to the complainant's satisfaction the complainant may at any stage contact the Care Quality Commission at the address listed on the previous page.