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|  | Service Provider Location ID: 1-115717918  Name: Bere Peninsula Care Ltd Company Number: 04603361  Address: West View, 72 Broad Park Road, Bere Alston, Devon Pl20 7DU  Telephone: 01822840674  Email: [trevor@westviewcarehome.co.uk](mailto:trevor@westviewcarehome.co.uk)  Website: [www.westviewcarehome.co.uk](http://www.westviewcarehome.co.uk)  Directors: Trevor and Jenny Atkinson  Managers: Diane Kehoe (Residential Services) |

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| Aims and objectives | |
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|  | We aim to provide a range of services primarily to the elderly of the community in the region of the Bere Peninsula in West Devon.  West View Care Home is registered for up to 30 people who are elderly.  We aim to provide for people over retirement age whose needs may be met within our areas of expertise, these include physical and sensory disabilities and dementia.  We do not aim to provide support or care for people with challenging behaviour, functional mental health disorders, drug and alcohol misuse or nursing needs.  The full range of services we aim to provide include:  Day care for a limited number of people at West View Care Home, to include social experiences, holidays, outings and social activities and entertainments.  Short stay care for the purposes of respite, convalescence and rehabilitation  Courtyard Room accommodation for semi-independent living with the option of care and daily living support. (NB No new admissions)  Full residential accommodation with residential care services. |
|  | As a family run business established in 1977 the Directors Trevor and Jenny Atkinson have nearly 40 years expertise in providing support and care for people who have physical, sensory, or cognitive difficulties brought about by a variety of conditions. |

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|  | All enquiries are welcomed. We do not intend to exclude anyone from using our services if, by prior assessment, we believe that we can meet their needs. |
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|  | Our primary purpose is to run our services for the benefit of the people who use them. We want people to choose from our range of services in a way that suits them best because they are confident that it we will meet their needs in a flexible way.  We will promote independence and self determination utilising a personalised approach that promotes personal choice.  We aim to achieve the excellence standard of “Butterfly Accreditation” by 2025 and are working towards this aim.  We evaluate the quality of our service to ensure service user and supporters satisfaction in our provision of environment, accommodation, quality of life fulfilment, services, and facilities.    We recognise that as needs may change over time that people may utilise our range of services in a flexible way, and we will assist any transition through services with the interests of the person as our primary concern. |
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| Our commitment | |
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|  | Within the contracted terms and conditions of care provision detailed for each person who chooses to use our services we will:  Ensure people experience effective, safe and appropriate care, treatment and support that meet their needs and protect their rights.  We accomplish this by assessment and monitoring of our service provision to the individual to ensure people benefit from safe, quality care because effective decisions are made and because of the management of risks to people’s health, welfare and safety. |

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|  | Conduct ourselves professionally to ensure that people are safeguarded from abuse, or the risk of abuse, and their human rights are respected and upheld.  Use trained and competent staff to ensure the highest level of professional care practice including safeguards through cleanliness and infection prevention protection practices.  Use safe medication management practices whether in the community or in the care home environment and ensure that people are fully informed about their medicines.  Ensure that people are encouraged and supported to have sufficient food and drink that is nutritional and balanced, and a choice of food and drink to meet their different needs.  Make sure people receive care in, work in or visit safe surroundings that promote their wellbeing.  Ensure that where equipment is used, it is safe, available, comfortable, and suitable for people’s needs.  Respect and involve people who use services so that they understand the care and treatment choices available to them. They can express their views and are involved in making decisions about their care. They have their privacy, dignity and independence respected, and have their views and experiences considered in the way in which the service is delivered. |
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|  | Ensure that people consent to the care and treatment they receive and understand and know how to change decisions about things that have been agreed previously. |

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|  | Ensure people and those acting on their behalf have their comments and complaints listened to and acted on effectively and know that they will not be discriminated against for making a complaint.  Keep people’s personal records accurately, in accordance with the requirements but not more than what is necessary for the purpose intended. We will also ensure they are held securely and remain confidential. |
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|  | Provide our services both in-house and out-house through staff who are fit for the job and have the right qualifications, skills and experience are in the right number to carry out the tasks assigned and who are trained, supervised, and appraised regularly in the mandatory training and specialist training areas required to act as professionals regardless of where they work.  Cooperate with other providers as necessary to ensure that people receive safe and coordinated care when they move between providers or receive care from more than one provider. |
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|  | We run West View Services on Christian principles of love and acceptance, therefore we value the intrinsic worth and uniqueness of every individual regardless of their faith, or lack of it, and regardless of the way they choose to live their lives. However, we do expect that people will conduct themselves in a decent and moral manner, inoffensive to others who may have to provide services to them, or share communal facilities with them. |
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|  | We welcome comments concerning our aims and objectives and are open to suggestions as to how they may be improved. |

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| Trevor and Jenny Atkinson | | |
| Directors | | |
| Bere Peninsula Care Ltd | | Company No 04603361  Registered office: Harold Duckworth & Co, 41 Houndiscombe Rd, Plymouth |