

SUNRISE SENIOR LIVING  
ASSISTED LIVING NEIGHBOURHOOD  
OF  
MOBBERLEY

STATEMENT OF PURPOSE

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**This statement of purpose is reviewed annually and updated as necessary. The last update was December 2006**

## **1. Introduction**

Sunrise Senior Living has been providing care to seniors for over twenty five years. The founders, Paul and Terry Klaasen continue to be involved in daily operations even though there are now over three hundred Sunrise Communities across America, Canada, Germany and here in the U.K. The Assisted Living Neighbourhood is registered as a Domiciliary Care Agency for accommodation for 76 Older people and provides a 24hr care service.

## **2. Aims and objectives of Sunrise Senior Living.**

The Assisted Living neighbourhood offers accommodation to seniors of both sexes and is set in quality surroundings that recreate the feeling of home. Our objective is to enhance the quality of life and relieve the stresses experienced by seniors, some of whom may have care needs as a result of age, illness or disability. We aim to offer individualised services by involving the resident and their families. Our service is flexible with an emphasis on mental, social and spiritual health.

## **3. Philosophy of care**

Staff employed by Sunrise Senior Living are committed to the following philosophy of care and will:

- *Celebrate the individuality* of our residents and seek to promote their independence and safety.
- *Preserve the dignity* and privacy of our residents by respecting their customs, cultures and values.
- *Enable freedom of choice* by respecting personal choices and lifestyles.
- *Encourage independence* through discussion and individualised service plans agreed with the resident

- *Involve the residents, their family and friends* in the provision, management and development of services provided by Sunrise Senior Living.
- *Nurture the spirit* by familiarising and understanding each residents unique and individual life history, interests, beliefs and hobbies. By inviting, encouraging and assisting residents to participate in those activities offered within a Sunrise Community that the resident may enjoy.

#### **4. Services and facilities**

Our building is designed on more than one floor and there are two spacious lifts in the neighbourhood serving all floors. Our corridors are wide with discrete shelving to lean on and strategic seating to rest upon. There is easy access to all communal and private areas. All doorways are wide enough to accommodate wheelchairs (800mm.) There is a sprinkler system in addition to normal environmental fire precautions.

The Community is a no smoking building and smoking is not allowed in the resident's suites. However there is a smoking room provided.

**4.1 Accommodation** : Our suites are available to rent to all seniors over the age of 65 years and the need to receive care is not necessary. Our suites vary in size and design. All are over 25 square metres and have an en suite bathroom comprising of sink, toilet and shower or bath (resident's choice). Sunrise provides a refrigerator and there is a small kitchen area comprising of sink, cupboards and worktop with space for a microwave and toaster to enable the resident to prepare snacks. Suites may be one room or two. There is a front door to each suite and staff enter suites by appointment or invitation and always knock and wait to be invited in before entering. An internal telephone is supplied and an external line can be arranged. There are call bells for emergency use, placed in the

bedroom and/or lounge and another in the bathroom. Carers and managers can be contacted using the internal telephone.

**4.2 Additional bathing facilities:** There are also four communal bathrooms housing spa baths. These are assisted baths (battery operated) that may be booked for use. One spa bath per week is included in our purchased care packages. Those residents not receiving care may use these baths for a fee.

**4.3 Dining.** Dining is restaurant style and three meals a day are included with the cost of the suite rental. Residents may prepare snacks in their suite but staff do not provide room service or meals in rooms except in exceptional circumstances and for this there will be a charge. Meal times are flexible and the menus offer choice and variety. Residents may request food not on the menu by discussion and arrangement with the chef who is easily contactable by internal telephone. Breakfast offers cereal, fruit, fruit juices and a traditional cooked breakfast. Lunch and dinner consist of a three course menu. A complimentary glass of wine is available at each meal and additional glasses may be purchased. Our resident's dining committee meet monthly with our chef to discuss menus.

**4.3(i) Family Dining** Residents are invited to book the private dining room if they wish to eat with family and friends. Use of the dining room is free with a charge for meals supplied.

**4.3 (ii) The Bistro** Our Bistro is open 24 hours for hot and cold beverages and snacks. Use of this facility and its contents is free to both residents and their guests.

**4.4 Recreational space:** There are several seating areas on all floors comprising of comfortable armchairs designed to encourage social interaction. In addition there is a television and entertainment lounge. Our activities room is also available to both residents and families and hosts a range of clubs, meetings etc. organised by the Activities Co-ordinator and their

team. A Daily Calendar is always available and events occur seven days a week and include evenings. An Activities Committee meets monthly with the Activities manager to assist in planning.

**4.4 (i) Garden:** There is a spacious well-laid out garden easily accessible to residents and their families.

**4.5 Concierge:** The Concierge is on duty from 8am to 8pm and will assist with bookings for trips out, on site hairdressing and chiropody.

## **5. Care Packages**

If residents require assistance with personal care, a care package can be agreed with the Manager. Prices vary according to services provided and this is clearly set out in our Service Levels Evaluation sheet which forms part of the contract. The Assisted Living neighbourhood does not provide nursing care. Care is provided through our well-trained Care Managers and by liaising with external professionals to source additional services or equipment.

**5.1 Assessment** - Prior to commencement of any care services the Registered Manager, together with the Wellness Services Co-ordinator meet with the resident to discuss and agree the range of services offered, the care package to be purchased and when this will commence. This meeting will be undertaken in the resident's current home unless there are exceptional circumstances. Before service is provided a report from the resident's current G.P. will be requested in order that the Manager can establish past medical history and medication being taken. Further medical reports may need to be obtained with permission of the resident. (The above procedure is always followed even in emergency cases.)

**5.2 Individual Service Plan** - This will be agreed with the resident. This will be formally reviewed with the resident and/or their representatives after one month and thereafter six monthly or as care needs change.

**5.3 Nature of the personal care services provided.**

5.3 (i) Sunrise Senior Living care managers are trained, supervised and supported to provide quality personal care services to seniors with a wide range of disabilities and illnesses and will ensure that:-

- Each resident is valued and has the right to control their own lives.
- Each resident has control over how they live their life, make their own decisions and freely express their wishes and preferences.
- All residents have equal rights and are entitled to protection against any form of discrimination.

5.3 (ii) Residents may be given support with the following:

Bathing,  
Dressing and undressing  
Mobility and transfers  
Feeding  
Continence care  
Administration of prescribed medicine both orally and topically  
Reminders

5.3 (iii) From time to time Care Managers may be asked to undertake some tasks which may be considered to be specialist. These tasks may be undertaken following appropriate risk assessments and only after specific training. The care manager will be trained in the procedure before undertaking the task with the person with care needs. The trainer will have a relevant qualification e.g. Occupational Therapist, Speech Therapist,

Physiotherapist or District Nurse and will sign a form to indicate the Care Manager's competence. Such tasks may include assistance with eye or ear drops, changing of ileostomy, colostomy or catheter bags.

5.3 (iv) Care Managers WILL NOT undertake tasks that require the skills and expertise of clinical professionals. Such tasks include, but are not limited to:

- Toe nail cutting
- Ear syringing
- Removing or replacing urinary catheters
- Bowel evacuations, use of suppositories, enemas or pessaries
- Bladder wash outs
- Injections – involving assembling syringes, administering intravenously, controlled drugs
- Filling of oxygen cylinders
- Lifting from the floor unaided
- Tracheotomy care – changing tubes

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Sunrise Senior Living does not provide nursing care

**5.4 Wellness** – There are a team of Registered nurses based in the Community who are available to assist in arranging medical appointments. Each resident is visited once a month by a member of this team to undertake a 'Wellness check' in order to detect early any health issues. Our nurses are not employed to administer nursing duties.

**5.5 Housekeeping and laundry:** The Assisted Living Neighbourhood is serviced by a team of housekeepers who will assist in weekly cleaning of the suite, the changing and laundering of bed linen and a routine of deep cleaning. Residents are welcome to bring their own linen (which should be named). Residents may use the laundry facilities on each floor to wash their personal clothes or alternatively can arrange for collection weekly. The washing of personal laundry is free of charge. However ironing is not undertaken. Care Managers

will assist residents to keep their suite tidy by assisting with daily bed making, emptying rubbish and spot cleaning.

**Maintenance** : There is a member of the maintenance team on call 24 hours a day who can be contacted via the Concierge.

## **6. Social Arrangements**

6.1 **Visiting** is allowed at any time and residents are encouraged to treat the Community as their home. Entrance is via a key coded pad when the Concierge is off duty.

6.2 **Outings** - Sunrise Senior Living has its own mini bus and trips out are planned at least three times per week to destinations agreed with the residents.

6.3. **Religious services** - Arrangements to attend religious services of choice are organised by the Activities Co-ordinator who also arranges for visiting personnel to lead small groups in spiritual worship for dominations as required.

6.4 **Activities** - Live entertainment and speakers of interest are regularly arranged as are social functions that include family and friends. Hobbies are encouraged and supported in order to be continued and new ones to be taken up. Links with organisations outside the Community are often formed in order to provide opportunities for a diverse and wide range of interests to be catered for.

## **7. Terms and Conditions**

7.1 **Contracts** - A contract for accommodation is issued to all residents living in the Assisted Living neighbourhood. A further contract is issued for any care packages purchased. These are planned according to need and are reviewed weekly by team members. Any suggested change in care package can be initiated by the resident, their family or the Registered Manager

and will always be by agreement reached at a meeting facilitated for this purpose.

**7.2 Notice** - Residents are requested to give one months notice if they wish to leave. Sunrise may ask the resident to leave by one months notice if it is felt that Sunrise is not a suitable place for the resident, if the resident's behaviour is anti-social or if the resident needs care not able to be provided by Sunrise (i.e. nursing).

**7.3 – Absence** - If a resident is absent from the Community for any length of time the accommodation fee will continue to be charged but not the care fee.

*Sample contracts are available upon request.*

## **8. Quality Assurance**

**8.1 Monitoring** - Ensuring that the services being provided are individualised and of high quality, is important to Sunrise Senior Living. Our unique system of care packages, designed to provide care according to need, is monitored constantly by feedback from residents, their representatives and care managers. Resident's needs may change and care provided can be reduced or supplemented at any time. Meetings to review care are held every six months or at any time as the need arises. Any meeting to discuss care needs will usually be attended by the resident, their representative (if requested), the Registered Manager, a Designated Care Manager, a member of the Wellness Team and a member of the Activities Team.

**8.2 Surveys** - All residents are asked to complete an annual satisfaction survey. This is an anonymous survey, the results of which are compiled and issued in the form of a report by an independent company.

8.3 *Audits* - The Assisted Living service is audited and evaluated against Sunrise Senior Living standards and also the National Minimum Standards

## **9. Compliments and complaints**

9.1 *Complaints* - Sunrise Senior Living welcomes suggestions and compliments and will investigate any complaints promptly. A copy of our complaints procedure is issued during move-in and its contents explained. We would hope that all complaints are resolved through the Registered Manager in a timely manner but complainants may also approach the Responsible Individual or The Commission for Social Care Inspection. Progress towards resolution of complaints is overseen by the Executive Director. Information from complaints is monitored regularly and where appropriate used to improve the service.

9.2 *Suggestions* - Sunrise Senior Living welcomes any suggestions to improve the service and Resident Council meetings are held monthly for this purpose.

## **10. Organisational Structure**

10.1 The Assisted Living Neighbourhood is part of the Sunrise Senior Living Community of Mobberley. Within the building is the Reminiscence Neighbourhood which is registered as a Care Home for Older People and specialises in caring for those seniors with dementia. There are several such Sunrise Communities throughout the UK.

10.2 Support is offered through several regional specialists who visit on a monthly basis to ensure quality of service and may be approached at any time.

10.3 The Responsible Individual is Mark Cash, who is our Director of Operations and has extensive past knowledge in management of large concerns.

10.4 Sunrise Senior Living operates under the guidance of the Care Standards Act 2000 and the Care Homes Regulations 2001.

10.5 The Executive Director and facilities manager of the Community is Paul Vickers.

10.6 **The Registered Manager** of the Assisted Living neighbourhood, known as the Assisted Living Co-ordinator is Samantha Buxton who has worked within the Care Sector for over twenty five years. Samantha has NVQ 4 in Social Care and Management and RMA.

10.7 Samantha is assisted by our Wellness Services Co-ordinator Verity Williams who is a Registered Nurse and our Activities and Volunteer Co-ordinator Chris Cain.

There is also a team of chefs and one of maintenance personnel.

### **10.8 Lead Care Managers**

There is always a Lead Care Manager on duty in the Assisted Living Neighbourhood. These Lead Care Managers have undertaken further training in administration of medication, first aid and general leadership skills.

### **10.9 Designated Care Managers**

Assisting with personal care is a very private activity and Sunrise recognises the importance of providing care on a consistent basis by a known care worker. Friendship, trust and understanding can be built between the resident, family, friends and care manager. As care is provided over 24 hours, 7 days a week, each resident may have two or three Designated Care Managers. These care managers will learn the routines, customs

and values of each of the residents that they visit on a regular basis, familiarising themselves with their resident's background and interests in order to ensure that they are aware of activities and outings occurring on a daily basis within the Sunrise Community. One of these Designated Care Manager's will become a 'keyworker' in order to liaise with family & friends.

## **11. Range and qualification of care workers**

**11.1 *Induction training*** Sunrise Senior Living's care staff possess a range of experience in the care of seniors. All staff undergo an induction programme which consists of nine days of theory and a minimum of three days of practical supervision.

**11.2 *Supervision*** After the induction and probationary period all staff will undertake regular supervision sessions with their senior care manager during which further training needs will be identified and organised.

**11.2 *Further training*** - Regular training in the form of 'mini modules' and external trainers is organised on a continual basis to ensure our staff continue to learn to provide high quality care. Sunrise encourages and assists staff to obtain formal qualification and all our staff are given the opportunity to gain a qualification in NVQ Level 2 or 3 in Social Care. This is a national qualification in care and the majority of Lead Care Managers and Care Managers employed by Sunrise Senior Living of Mobberley have this qualification.

The in house training focuses on aspects of care, health and safety and supports formal training.

**11.3 *Appraisals*** - All staff have annual appraisals of their overall standard of performance, training and development needs. Supervision sessions are undertaken by all staff six times a year.