

Statement of Purpose

Health and Social Care Act 2008

for

ARMSCARE Ltd

Provider ID: 1-101669031
Company registered in England: 4561854

website: www.armscare.co.uk

Aims and objectives *What do you wish to achieve by providing regulated activities?* *How will your service help the people who use your services?* *Please use the numbered bullet points:*
1. Our mission is to provide an environment whereby our residents are proud of where they live, our staff are proud of where they work and our guests are proud to visit.
2. We look after elderly clients over the age of 65, primarily diagnosed with varying degrees of dementia from the onset to end of life care. We always carry out pre-admission assessments to ensure that we can meet the needs of our clients and to ensure that they can be suitably integrated into our home. Clients are presented with a pictorial Service Users Guide which shows them the services which we offer, which include providing them with a safe living environment, a balanced and nutritious diet according to their needs, a laundry and cleaning service, as well as 24 hour personal care as their needs require.
2. To ensure that we provide the right setting, facilities and atmosphere, so that our residents can achieve their potential capacity – physical, intellectual, emotional & social. This is maintained by ongoing training of all our staff to deal with this client group. The environment is regularly inspected and improved as appropriate. The Homes also engage an activities co-ordinator who develops activity programmes for our residents to engage in to ensure that they are physically and mentally stimulated. Social needs are assessed and shown in their care plans.
3. Environment – ensuring that our homes are free from hazards and dangers to ensure the safety of the residents and all those around them, whilst ensuring that the home remains homely as well as odour free. We provide visual signage around the homes to assist with orientation. We provide furniture which is specifically designed for our clients needs. Manual Handling equipment is provided to ensure that it meets the needs of our client group. Clients are given the choice of the fabric of their personal environment as well as the communal spaces within the homes.
4. Dignity & Self Respect – ensuring that all residents have privacy when needed and feel respected and are treated with courtesy, kindness and dignity, whilst ensure that care is delivered flexibly, attentively and in a non-discriminatory fashion whilst respecting each resident's right to independence and their rights to make informed choices and to take risks. This is achieved by on-going training of the staff to ensure that they are confident in delivering a quality service to our clients.
5. Individuality & Choice – allowing residents to make choices whenever possible over such things as dress, food, bed times etc, whilst maintaining their independence and individuality at all times. We do this by ensuring that the staff continually questions their clients by offering choices.
6. Quality of Life – Making sure that all residents experience a wide range of normal and leisure activities as possible both inside and outside the home. We do this by providing our full time activities co-ordinator who monitors Quality of life as well as providing Physical & mental stimulation both in and outside the homes.
7. Emotional Needs – allowing residents to talk about intimate and personal matters, including, their sexuality, spiritual, political and religious beliefs, whilst maintaining confidentiality at all times. We do this by training all our staff to be sensitive to the emotional needs of their clients and to record and cater for their needs where ever possible.

8. To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development, to enable residents' care needs to be met. We do this by following a meticulous recruitment process and ensure that all staff receive good ongoing training and development.
9. To ensure all residents and service purchasers receive written information on the home's procedure for handling complaints, comments and compliments and how to use it. We take a very sensitive approach to handling all complaints and deal with these as areas for improvement and look positively on all feedback given to us.
10. To manage the care service efficiently and effectively to make the best use of resources and to maximise value for money for the residents. We do this by effective budgeting and close monitoring of all our costs.
11. To provide care for those who are diagnosed with dementia, in a controlled and safe environment. We do this by minimising all risks to clients and treating all clients as individuals. We also ensure that all are staff are specifically trained to care for those with varying degrees of dementia, whilst treating them with respect and dignity at all times.
12. To provide Day care facilities for those who are diagnosed with dementia – to offer a secure setting with the provision of assistance with personal care and a mealtime experience that provides a nutritious cooked menu based on the individuals' preferences/requirements.

Please repeat the following table for each of your regulated activities[1]

Regulated activity 1 *As shown on your certificate of registration*	Accommodation for persons who require nursing or personal care.
Services *What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)*	Care homes for the elderly, with a particular emphasis on looking after clients with dementia. All homes are provided with the services of local GPs, CPNs, district nurses, dentist, opticians, chiropodists and hairdressing. We also provide end of life care, as well as those with special dietary needs and those that have additional mobility needs.
Location 1:	
Name of location	Docking House
Address line 1	Station Road
Address line 2	Docking

Address line 3	Kings Lynn	
Address line 4	PE31 8LS	
Brief description of location[2]	A 39 bed care home for the elderly (DE), based in a rural village some 4 miles from the coastal region of Brancaster and some 9 miles from the town of Hunstanton. The home offers vast accommodation entirely on the ground floor, which includes several lounges and a conservatory which overlooks the quaint village scene.	
Name and contact details of registered manager(s) (if applicable)[4] *Full name, business address, telephone number and email address of each registered manager.* *For each registered manager, state which regulated activities and locations(s) they manage.* *Copy and paste the sub-section if they are more than two registered managers*	**Registered manager 1**	
	Full name: Mrs Sherry Peel Registered Manager	
	Full Time	
	Contact details:	
	Docking House Station Road Docking PE36 8LS	
	Telephone: 01485 400 000	
	Email: dh@armscare.co.uk	
	Locations: As Above	
	Regulated activities: Accommodation for persons who require nursing or personal care	
Service user band(s) at this location[5] *Use* ☑	Learning disabilities or autistic spectrum disorder	☐
	Older people	☑
	Younger adults	☐
	Children 0-3 years	☐

	Children 4-12 years	☐
	Children 13-18 years	☐
	Mental health	☐
	Physical disability	☐
	Sensory impairment	☐
	Dementia	☑
	People detained under the Mental Health Act	☐
	People who misuse drugs and alcohol	☐
	People with an eating disorder	☐
	Whole population	☐
	None of the above Please give details:	☐
Location 2:		
Name of location	Summerville House	
Address line 1	Fenway	
Address line 2	Heacham	
Address line 3	Kings Lynn	
Address line 4	PE31 7BH	
Services *What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)*	Care homes for the elderly, with a particular emphasis on looking after clients with dementia. All homes are provided with the services of local GPs, CPNs, district nurses, dentist, opticians, chiropodists and hairdressing. We also provide end of life care, as well as those with special dietary needs and those that have additional mobility needs.	

Brief description of location[2]	A 26 bed care home for the elderly (DE), based in the coastal village of Heacham some 2 miles from the town of Hunstanton. The home, being an old 17th Century barn conversion with a modern wing, offers vast accommodation on 2 floors (serviced by a lift), which includes several lounges and a conservatory which overlook gardens and fields.	
Name and contact details of registered manager(s) (if applicable)[4] *Full name, business address, telephone number and email address of each registered manager.* *For each registered manager, state which regulated activities and locations(s) they manage.* *Copy and paste the sub-section if they are more than two registered managers*	Registered manager 1	
	Full name: **Mr Cameron Carter**	
	Proportion of working time spent at each location (for job share posts only): Full Time	
	Contact details:	
	Summerville House Fenway Heacham PE31 7BH	
	Telephone: 01485 400 000	
	Email: sh@armscare.co.uk	
	Locations: As Above	
	Regulated activities: Accommodation for persons who require nursing or personal care	
Service user band(s) at this location[5] *Use* ☑	Learning disabilities or autistic spectrum disorder	☐
	Older people	☑
	Younger adults	☐
	Children 0-3 years	☐
	Children 4-12 years	☐
	Children 13-18 years	☐
	Mental health	☐

	Physical disability	☐
	Sensory impairment	☐
	Dementia	☑
	People detained under the Mental Health Act	☐
	People who misuse drugs and alcohol	☐
	People with an eating disorder	☐
	Whole population	☐
	None of the above Please give details:	☐

Location 3:	
Name of location	Norfolk Lodge
Address line 1	32 Kings Lynn Road
Address line 2	Hunstanton
Address line 3	PE36 5HT
Services *What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)*	Care homes for the elderly, with a particular emphasis on looking after clients with dementia. All homes are provided with the services of local GPs, CPNs, district nurses, dentist, opticians, chiropodists and hairdressing. We also provide end of life care, as well as those with special dietary needs and those that have additional mobility needs.

Brief description of location[2]	A 30 bed care home for the elderly (DE), based in the coastal town of Hunstanton. The home offers vast accommodation entirely on two floors, serviced by a glass lift, which includes several lounges. The recently extended 18th Century building has a large landscaped garden and private car park at the rear. The home has 22 single bedrooms and 4 double bedrooms.	
Name and contact details of registered manager(s) (if applicable)[4] *Full name, business address, telephone number and email address of each registered manager.* *For each registered manager, state which regulated activities and locations(s) they manage.* *Copy and paste the sub-section if they are more than two registered managers*	**Registered manager 1**	
	Full name: Mrs Leah Liboyi	
	Proportion of working time spent at each location (for job share posts only): Full Time	
	Contact details:	
	Norfolk Lodge 32 Kings Lynn Road Hunstanton PE36 5HT	
	Telephone: 01485 400 000	
	Email: nl@armscare.co.uk	
	Locations: As Above	
	Regulated activities: Accommodation for persons who require nursing or personal care	
Service user band(s) at this location[5] *Use* ☑	Learning disabilities or autistic spectrum disorder	☐
	Older people	☑
	Younger adults	☐
	Children 0-3 years	☐
	Children 4-12 years	☐

	Children 13-18 years	☐
	Mental health	☐
	Physical disability	☐
	Sensory impairment	☐
	Dementia	☑
	People detained under the Mental Health Act	☐
	People who misuse drugs and alcohol	☐
	People with an eating disorder	☐
	Whole population	☐
	None of the above Please give details:	☐

Location 4:	
Name of location	Terrington Lodge
Address line 1	2, Lynn Road
Address line 2	Terrington St Clements
Address line 3	Kings Lynn
Address line 4	PE34 4JX
Services *What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)*	Care homes for the elderly, with a particular emphasis on looking after clients with dementia. All homes are provided with the services of local GPs, CPNs, district nurses, dentist, opticians, chiropodists and hairdressing. We also provide end of life care, as well as those with special dietary needs and those that have additional mobility needs.

Brief description of location[2]	A 25 bed care home for the elderly (DE), The home is located in the village of Terrington St Clements, close to shops, pubs and local amenities. The home is approximately 10 miles from the town of King's Lynn. The Grade II listed detached building is of traditional design, with a large wing added. There is a lawned garden at the rear of the home, and private car parking to the front of the building. There are 19 single bedrooms, and 3 shared occupancy rooms.	
Name and contact details of registered manager(s) (if applicable)[4] *Full name, business address, telephone number and email address of each registered manager.* *For each registered manager, state which regulated activities and locations(s) they manage.* *Copy and paste the sub-section if they are more than two registered managers*	**Registered manager 1**	
	Full name:	
	Proportion of working time spent at each location (for job share posts only): Full Time	
	Contact details:	
	Terrington Lodge 2, Lynn Road Terrington St Clements King's Lynn PE34 4JX	
	Telephone: 01485 400 000	
	Email: tl@armscare.co.uk	
	Locations: As Above	
	Regulated activities: Accommodation for persons who require nursing or personal care	
Service user band(s) at this location[5] *Use* ☑	Learning disabilities or autistic spectrum disorder	☐
	Older people	☑
	Younger adults	☐
	Children 0-3 years	☐

	Children 4-12 years	☐
	Children 13-18 years	☐
	Mental health	☐
	Physical disability	☐
	Sensory impairment	☐
	Dementia	☑
	People detained under the Mental Health Act	☐
	People who misuse drugs and alcohol	☐
	People with an eating disorder	☐
	Whole population	☐

Location 5:	
Name of location	Driftwood House
Address line 1	Lynn Road
Address line 2	Hunstanton
Address line 3	PE36 5HL
Services *What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)*	Care homes for the elderly, with a particular emphasis on looking after clients with dementia. All homes are provided with the services of local GPs, CPNs, district nurses, dentist, opticians, chiropodists and hairdressing. We also provide end of life care, as well as those with special dietary needs and those that have additional mobility needs.

Brief description of location[2]	A 28 bed care home for the elderly (DE), based in the coastal town of Hunstanton. The home offers vast accommodation entirely on two floors, serviced by a lift, which includes several lounges. Originally a hotel that was converted into a care home by the previous owners, the building occupies a corner site with attractive grounds and a large private car park. The home has 28 single bedrooms, 16 rooms have en-suite bathrooms – all rooms have washing facilities	
Name and contact details of registered manager(s) (if applicable)[4] *Full name, business address, telephone number and email address of each registered manager.* *For each registered manager, state which regulated activities and locations(s) they manage.* *Copy and paste the sub-section if they are more than two registered managers*	**Home Manager**	
	Full name: Mrs Jasmine Sehgal	
	Proportion of working time spent at each location (for job share posts only): Full-Time	
	Contact details:	
	Driftwood House Lynn Road Hunstanton PE36 5HL	
	Telephone: 01485 400 000	
	Email: dw@armscare.co.uk	
	Locations: As Above	
	Regulated activities: Accommodation for persons who require nursing or personal care	
Service user band(s) at this location[5] *Use* ☑	Learning disabilities or autistic spectrum disorder	☐
	Older people	☑
	Younger adults	☐
	Children 0-3 years	☐

	Children 4-12 years	☐
	Children 13-18 years	☐
	Mental health	☐
	Physical disability	☐
	Sensory impairment	☐
	Dementia	☑
	People detained under the Mental Health Act	☐
	People who misuse drugs and alcohol	☐
	People with an eating disorder	☐
	Whole population	☐
	None of the above Please give details:	☐

Location 6:	
Name of location	Whitehaven Residential Care Home
Address line 1	5, St Joseph's Road
Address line 2	Sheringham
Address line 3	Norfolk
Address line 4	NR26 8JA

Services *What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)*	Care home for the elderly, providing accommodation, personal care and support in ways which have positive outcomes for our service users. The home is provided with the services of local GPs, CPNs, district nurses, dentist, opticians, chiropodists and hairdressing. We also provide end of life care, as well as those with special dietary needs and those that have additional mobility needs.
Brief description of location[2]	A 14 bed care home for the elderly. The home is in the traditional seaside town of Sheringham, and is in walking distance to shops, pubs, the beach and local amenities. The town has good public transport links. The detached building is of traditional design and has a lift for easy access to the upper floor. It has suitable access for wheelchairs and a private, secure garden at the rear of the building. The home also has private car parking to the front of the building. There are 13 single bedrooms, and 1 shared occupancy rooms. A majority have en-suite facilities
Name and contact details of registered manager(s) (if applicable)[4] *Full name, business address, telephone number and email address of each registered manager.* *For each registered manager, state which regulated activities and locations(s) they manage.* *Copy and paste the sub-section if they are more than two registered managers*	**Registered manager 1**
	Full name: Mr Cameron Carter
	Proportion of working time spent at each location (for job share posts only): Part Time
	Contact details:
	Whitehaven Residential Home
	Telephone: 01485 400 000
	Email: wh@armscare.co.uk
	Locations: As Above
	Regulated activities: Accommodation for persons who require nursing or personal care

Service user band(s) at this location[5] *Use* ☑	Learning disabilities or autistic spectrum disorder	☐
	Older people	☑
	Younger adults	☐
	Children 0-3 years	☐
	Children 4-12 years	☐
	Children 13-18 years	☐
	Mental health	☐
	Physical disability	☐
	Sensory impairment	☐
	Dementia	☐
	People detained under the Mental Health Act	☐
	People who misuse drugs and alcohol	☐
	People with an eating disorder	☐
	Whole population	☐

Notes:

1. Regulated activity – If you use a combined statement of purpose, repeat the information for each of the regulated activities for which you are registered. You can do this by copying and pasting the whole regulated activity table.

2. Locations – For each location registered for a particular regulated activity (including your headquarters), please provide a brief description, including whether the services at that location are specifically adapted or suitable for people with particular needs or where you can meet requirements for special facilities or staffing. You can do this by copying and pasting the relevant lines for each location.
You may also give details around 'listed buildings', shared occupancy, and special facilities (for example hydrotherapy pools).

3. Overnight beds – If the location provides overnight beds, please state the number.

4. Registered manager(s) – Where the regulated activity is managed by a registered manager(s), please enter his or her full name, contact address (if different from the location address), telephone number and email address. Please state how much time is spent managing the regulated activities where more than one manager is in post for each location. This may be in days or hours. Where the regulated activity has no separate manager but is managed directly by the provider, leave the box empty.

5. Service user band(s) – Tick all the boxes that describe the service user needs or groups of people who use your service.