

# 7 Mill Row

## Statement of Purpose



Mill Row

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Mill Row operates under the legal entity of Tan Yr Allt Lodge Ltd.

## Responsible Individual and Registered Manager's Information

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This statement of purpose is produced by Angela Singh, Director and Responsible Individual for Mill Row in conjunction with the Home Manager. This guide sets out the aims, objectives and philosophy of the home, its services, facilities and the terms and conditions surrounding residency within the home. In addition to this document, a 'Service Users Guide' is provided to all those looking to reside within the home, their relatives and support network.

## Introduction

Mill Row is part of the Fieldbay Group and whilst the core staff are employed and operate under the Registration of Mill Row, there are additional professionals employed by the Fieldbay group, who also provide support to the service users and staff within Mill Row. We have included an Organisational chart for Mill Row Ltd and the Fieldbay Group, so ensure there is a full understanding of the input and the relationship between the 2 organisations.

## Section 2 – Local Services

Mill Row is located in Alltwen, situated in Pontardawe near the towns of Swansea and Neath.

Mill Row is located in the picturesque part of the Upper Swansea valley. The local area of Pontardawe has so much to offer, including scenic walks around the river Tawe, as well as along the canal path which takes you to the villages of Trebanos, Clydach and Ynysmeudwy.

The town of Pontardawe has a cinema and theatre watch a film or show and for those who are keener on active recreation the sports centre will be the place to go. There are local shops near by which provide essential items as well as a place to browse.

Further afield is the bustling city of Swansea which has lots to offer, including the Liberty Stadium for football and rugby games, a vibrant shopping center, colleges for further study and courses and a beautiful marina area and beaches. The scenic town of Brecon is a picturesque short journey through the beacons.

There are plenty of local attractions, some of which include:

- **The Monkey Sanctuary.** A UK primate welfare and conservation charity rescuing, campaigning, educating and providing sanctuary to primates in need.
- **Llyn Llech Owain Country Park.** This is a stunning 158-acre expanse of woods and lakeland near Cross Hands with nature trails, an adventure area, wheelchair accessible walk and visitor centre.
- **Dinefwr Park & Castle near Llandeilo.** This is home to an 18th century national trust castle and stately home.
- **Pembrey Country Park.** One of Wales's Top Visitor attractions providing a unique blend of coast and countryside. Set inside 500 acres of woodland and alongside eight miles of golden sands, they have got everything to provide a perfect day out, weekend camping break or a relaxing holiday in idyllic surroundings.
- **Surfability, Caswell Bay.** Surfability UK is a Community Interest Company that provides surfing lessons and experiences for people with disabilities and learning difficulties. Their aim is to combine best practice from special education, health care, surfing and lifeguarding to make surfing as inclusive as possible.
- **The National Botanic Garden of Wales.** The Garden's heritage comprises more than four thousand years of human history in which the communities that lived and worked here have managed the land, built homes and raised families all resulting in this fabulous historic landscape and the wonderful wildlife which it now supports and

is ideal for sensory experiences.

- **Disability Sport Wales.** Their aim is to contribute to the Vision for Sport by creating a more inclusive sports sector where every disabled person is hooked on sport, offering real choice as to where, when and how often people play sport. They believe that this approach will help to secure the sector's goal of 'more people, more active, more often'. They offer Dry Slope Skiing locally, at the slope in Pembrey Country Park.
- **Wildfowl and Wetland Trust Llanelli Wetland Centre.** Where you can feed the rarest goose in the world, see colourful flamingos, go bug hunting or pond dipping, and enjoy bird watching from the hides and explore the reserve to see butterflies, dragonflies and more.
- **Folly Farm.** They have always been farmers but are much more than a farm. You can visit over 750 animals at their zoo and get up close to furry and feathery farmyard friends in the barn. Choose from 16 different rides in the vintage fairground or enjoy the eight adventure play areas.
  - **Oakwood Theme Park.** Oakwood is the perfect daytrip with something for everyone to enjoy. They have two extra-special themed attractions for younger children, with themed zones and a number of child-friendly rollercoasters and fairground rides. Explore the wonderful world of Neverland and join up with Peter Pan, Tinkerbell and friends against the dastardly Captain Hook. The attraction is based on the imaginative story by JM Barrie, with a Jolly Roger Pirate Ship ride, Skull Rock log flume, Crocodile Coaster, Tink's Flying School carousel, and more. Oakwood welcomes disabled visitors. They have many disabled-friendly facilities and have plenty of practices in place to ensure that a disability won't stop people enjoying their day at the theme park. They will do everything they can so that visitors can have both a safe and pleasurable time.

The facilities for those who live in Mill Row include:

- Wheelchair accessible vehicles for accessing the local community trips out and service user holidays.
- Mill Row has a good-sized garden to the side which has been landscaped with a view to provide an attractive and practical area for daily use, a space for outdoor dining including area to barbeque.
- The environment is conducive to family type living where individuals are able to socialise with others in a safe environment.
- The lounge has sky TV to enable individuals to watch a variety of channels.
- The day space available is generous and affords spacious living, recreational and dining space for relaxing, activities and entertainment.

Mill Row operate a no smoking policy in the home however, a sheltered smoking area is available.

## Section 3 – About the Service We Provide

### The Range of Needs we can Support

Mill Row specialises in caring for people who are often found to possess a level of behavioural and/or complex mental health need that sometimes precludes them from being able to live in non-specialised mainstream social or nursing services.

We aim to deliver a provision of the highest quality to individuals who suffer with all types of Dementia, Acquired Brain Injuries (through trauma, stroke or other neurological events), Learning Disability, Complex Behavioural Needs Chronic Neurological Conditions such as Huntingtons Disease, Parkinson's Disease, Motor Neurone Disease, etc., Mental Health Difficulties and the needs associated with Palliative Care at the End of Life. Our aim is to maintain and where possible, improve the overall independence levels for service users, through rehabilitation (if appropriate), stimulation and social integration in order to maximise potential, optimal functioning and to enjoy a valuable quality of life.

Specialist services and facilities we provide at Mill Row, in addition to the Care teams based on site include:

- Care Assistant Advanced Practitioners employed by Fieldbay and trained in Manual Handling, Occupational Therapy, Physiotherapy, Positive Behavioural Management (PBM) and Fundamentals of Care. These staff are employed by Fieldbay and work with individuals at Mill Row as required.
- Physiotherapy – The Physiotherapists and Physiotherapy Advanced Practitioners employed by Fieldbay visit Mill Row as required assessing the physical abilities of those in our care and providing programmes and regimes for those who need to improve or maintain their physical abilities. They will work closely with the staff team to provide training for mobility and exercises either in lounges, bedrooms or the therapies room.
- Occupational Therapy – Our Qualified OT's and OT Advanced Practitioners employed by Fieldbay, carry out assessments on the Activities of Daily Living to help those in our care remain as independent as possible. They work closely with the Manager and support staff to provide opportunities for activities and outings. Those living with us will have a goal orientated programme which is fully explained to those who are able to understand its purpose. The OTs work closely with the rest of the therapy team and liaise with external providers for those who require additional specialist equipment like wheelchair services and orthotics. The OT service is tailored for our service users and can be delivered in groups, individually, at Mill Row, or out in the Community utilising our minibuses.
- Speech and Language Therapy (SALT) staff employed by Fieldbay input into Mill Row, to enable us to assess and advise of swallowing difficulties, lead on communication strategies and to access other services if necessary.



- Qualified Positive Behaviour Support and Management team members employed by Fieldbay, work with staff and service users at Mill Row as needed, to monitor patterns of behavior. The team provides 'on the job' training with the support workers and individuals who need 'Traffic Light Plans' that detail a plan of managing their associated behaviours.
- Mill Row has access to a full-time Qualified Manual Handling Trainer employed by Fieldbay.
- Mill Row support workers are encouraged to train to their optimal functioning level, and these range from QCF 2 to QCF 5 and many undertake supervisory roles within the company.
- Mill Row has access to a part time Consultant Psychiatrist, employed by Fieldbay, who will either undertake 'shared care' with an individual's Psychiatrist or will undertake sole care if a person has no psychiatric input.

### Capacity of Accommodation Based Services

Mill Row is a **4 bed Care Home** which is registered by **Care Inspectorate Wales (CIW)**.

Mill Row works closely with various Local Health Boards and Social Services.

### Section 4 – How We Provide the Service

The prime objective of Mill Row is to provide person centred outcome-based care to all those who live in Mill Row to a standard of excellence that embraces fundamental principles of outstanding care delivery; that this may be witnessed and evaluated through evidence-based practice, evaluation and monitoring of the quality of care in the home.

To meet the diverse needs of those in our care, Mill Row provides a flexible, multi-disciplinary package that is continuously planned through assessment of need, likes and dislikes of each person, formulating robust risk assessments and care plans to meet the changing needs of individuals in our care, whether they come from acute illnesses or need Palliative Care at the end of life. The service user is at the centre of this process and their wishes and choices are paramount to enable us to provide a diverse service to all.

We ensure that the care package is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each person's right to independence, privacy, dignity, fulfilment, the right to make informed choices and to exercise risks as deemed appropriate from risk assessments and continuous evaluation.



We also ensure that each individual's needs, and values are respected in matters of religion, culture, age, race or ethnic origin sexuality, sexual orientation, gender reassignment or transgender, political affiliation, marital status, parenthood and disabilities or impairments. This includes creating opportunities and supporting those living with us to attend support groups and religious services should they wish to.

We make every effort to support and involve families and friends of those who live with us, to include participation in the care programmes and events at Mill Row, should they desire.

We strive to ensure the care service in whole is delivered in accordance with the Statement of Terms and Conditions agreed at the point of moving into the home.

We manage and implement a robust programme of staff recruitment including planning, selection, and interviews, robust and regular training and personal development in order to ensure the care needs of those in our service are delivered by staff that are skilled, knowledgeable and competent.

Mill Row manage the care service efficiently and effectively so that we make best use of resources and maximise value for money for those who live in our homes and the funding authorities. The staffing levels for Mill Row are checked and determined by dependency and need daily, accordingly by the manager and RI. The Manager is responsible for redeploying staff within Mill Row on a daily basis and as required.

We provide all who live in our homes with written information on Mill Row's services via a service users guide.

## **Admission - Assessing, Planning and Reviewing of Service Users Care**

A Pre-admission Assessment of Need is undertaken following a request from Care Managers/Local Health Boards/Social Workers, etc. This will be undertaken by the Manager who may also call upon other senior colleagues to input to the assessment who are expert in their field, e.g. Occupational Therapist, Senior Nurses, Physiotherapist, Psychology or SALT.

Prior to the new admission, the Home Manager would have made available the new Pre-Admission Assessment for staff to read. For individuals referred through care management arrangements, the manager at Mill Row obtains a summary of the Care Management (health and social services) assessment and copies of the Care Plan/Risk Profiles produced for care management purposes.

At the initial assessments every effort is made to establish the individuals likes, dislikes, routines, hobbies and support needs. Following confirmation of the home being able to meet need and agreement from the funding commissioners, arrangements will be made for an admission date. The potential service users and family are encouraged to visit Mill Row and meet the support staff prior to the admission date.

Upon confirmation of admission date, the Home Manager/Keyworker ensures all information is transferred to our electronic records and an initial set of support plans and risk assessments are compiled. A full audit of the completion of the admission process takes place 48 hours following admission. Thereafter, support and risk plans are reviewed (when completed in full) at least monthly, or sooner when needs change. The initial 6-8 weeks form part of an ongoing assessment and review of care.

Prior to the bedroom being occupied it will be thoroughly checked for any damage, risks, faulty items or decoration requirements and reported to the maintenance team for urgent repair and redecoration.

Upon arrival at Mill Row, the individual and accompanying family/advocates will be greeted by the person in charge, offered refreshments and shown their allocated room. Family accompanying the person can assist with unpacking the service users belongings if the person wishes, or staff will assist the service user if help is needed. A Service Users Guide (SUG) will be issued, and the service user will be shown around and assisted to settle and as much information as possible will be requested from families and agencies to minimise the anxiety of settling into a new home. A list of belongings brought into the home will be detailed including any valuable items, the service user will be advised to store any valuable items in a locked bedside cabinet in the bedroom.

On Admission the service user will also be asked what leisure activities they would like to participate in, this may include previous leisure pursuits and encouragement to identify and try new activities as well. The support staff will offer individual and group sessions, including trips into the community. Service users are assisted to spend time with those who are compatible with each other's company to ensure that the activities are successful. The service users will be encouraged to attend sessions which are pertinent to the individual in the community with the aim of building their skills, for example a trip to the supermarket to work on the use of a shopping list and handling of money or a trip to the gym to learn how to use the equipment and improve specific skills like balance and co-ordination.

For emergency admissions, it is the policy of the home to work sensitively with the service user, their families and agencies to minimise any anxiety and stress that may have been brought about by the unplanned admission. It is Mill Row's policy to liaise with the GP surgery to have an update on medical history, visits and medication, the manager obtains as much information as possible from significant others.

Any medication brought into the home will be recorded in the Drugs Received System. Where a relative or advocate has legal control of the individual's financial affairs, then the Home Manager will deal directly with this person to ensure the service user has access to sufficient clothing, toiletries and monies.

## Care and Support

Mill Row provides a comprehensive package of support and care as agreed and detailed in the Individual Support Plan and programme. This allows us to provide a high standard of care to service users with complex psychological and physical needs and those who may present with behaviours that challenge.

Where the PBM team are involved robust support plans will be formulated and reviewed with the individual and the staff team. All staff receive PBM and PBS training, to enable them to support the service users at Mill Row on a day-to-day basis and implementation of the plans agreed. The focus of the training and intervention relies on proactive support and the prevention of challenging behaviour. We pride ourselves on knowing our service users very well and developing a positive relationship that greatly reduces the occurrence of challenging behaviour.

Mill Row has Physiotherapist and qualified Occupational Therapist access as required, who usually visit weekly, plus there is also cover available from the therapy team assistants.

Service users are encouraged to be physically active and healthy, as far as their disability will allow. We encourage this by offering opportunities to be involved in an exercise or walking group, service users attend the local gym or swimming pool and to follow an individual programme of exercises provided by the physiotherapist if required. Service users are also provided with a healthy diet and encouraged to make healthier choices when in the home and also whilst out in the community as this will assist in maintaining a healthy weight. Mental and emotional health is important as this assist in the maintenance of overall wellbeing, service users are encouraged to speak with staff about their feelings and worries which staff will then attempt to resolve with them.

Service users can be assisted to attend a local college or learning establishment for educational or more informal learning skills practice. There is also the opportunity of attending other venues with the aim of personal skill development; one example of this may be assisting in a local charity shop to practice social and interpersonal skills.

Multi-Disciplinary Team (MDT) meetings are held monthly in Mill Row to review and discuss care of individual complex health needs. These meetings may be attended by Consultant Psychologist, Consultant Psychiatrist, Clinical Nurse Manager, Home Manager/Deputy, SALT, Physio and Occupational Therapist, PBM Practitioner and Advanced Practitioners where involved.

## Language and Communication Needs for People using our Service

### Speech and Language Therapist

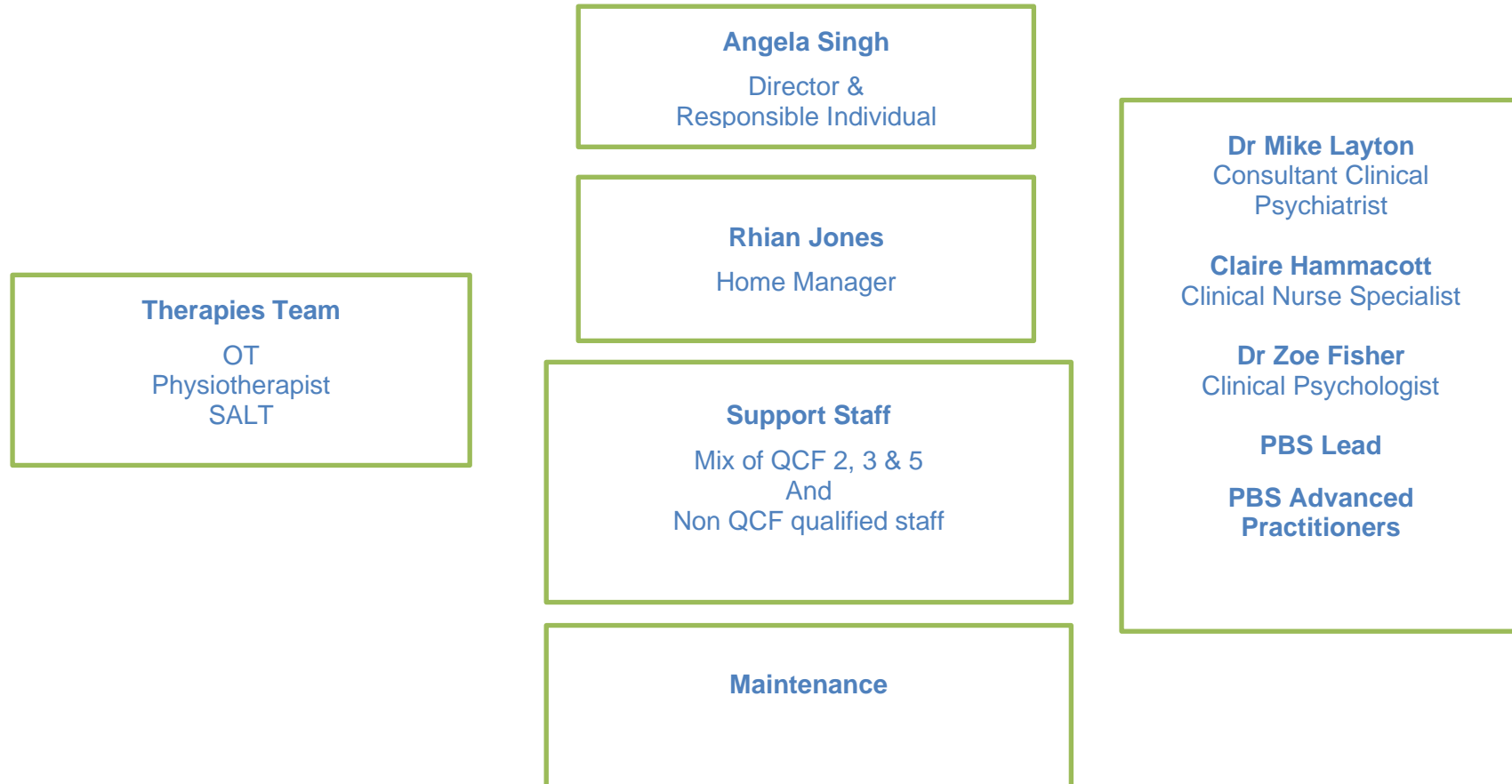
Mill Row has a Speech and Language Therapist who visits the service as required, but usually weekly, who assess any individuals requiring dysphagia assessments, dietary advice regarding suitable foods, assessment of risks and involvement in communication

care with plans and strategies to improve communication for service users. The SALT work closely with the support workers at Mill Row and provide staff training to achieve service users individual goals.

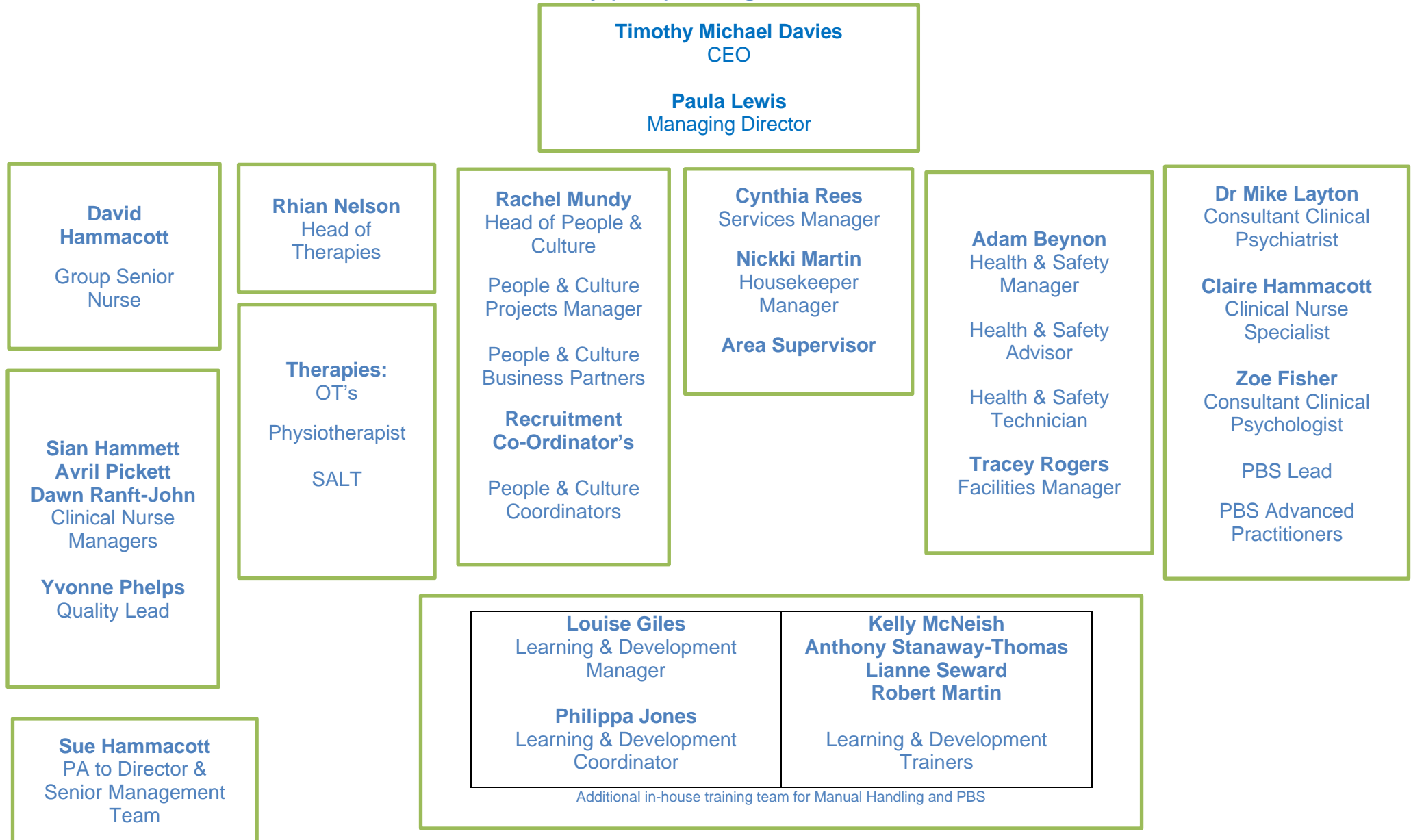
Mill Row has made provisions to promote the **Welsh Active Offer** and is able to provide the guide in other languages if required, offering bilingual and additional languages, large print and audio visual of all documents, letters and notices, if so requested to help meet the needs of our services users, family, friends and visitors to the home.

## Section 5 – Staffing

### Mill Row Organisational Chart



## Fieldbay (2019) Ltd Organisational Chart



## Staffing Levels

### Care Staff – Mill Row

The staffing establishment detailed below is what allows the home to deliver the highest in quality of care and assumes the home is fully occupied. The staffing levels that have been determined are determined for a safe and reliable service. Should the numbers of staff on duty reduce for any reason, due to staff sickness or last-minute absence, we are confident through redeployment of staff from within the Fieldbay group and with the additional support from the Advanced Practitioners; we can still operate a safe and high-quality living environment.

<b>Role</b>	<b>Morning</b>	<b>Afternoon</b>	<b>Night</b>
<b>Care Staff</b>	2	2	1

### Specialist Staff – Through input to Mill Row

<b>Role</b>	<b>Total</b>
<b>Occupational Therapists</b> (x2 a week)	1
<b>Physiotherapists</b> (x1 a week)	1
<b>Speech &amp; language Therapist</b> (x1 a week)	1
<b>Consultant Psychologist</b> (Monthly at MDT)	1
<b>Consultant Psychiatrist</b> (Monthly at MDT)	1

Advanced Practitioners, Senior Nurses and Therapy Team members will also input and support on a day-to-day basis at Mill Row but are not included on the 'base' staff or Off Duty/Rota numbers.

### Deployment of Mill Row Staff

We will deploy staff in the building in line with a risk management process on a daily basis. The skilled shift leaders in charge and managers dynamically manage this process. Fieldbay employ staff supplementary to the homes current staffing numbers, being a large organisation, employing over 500 staff, we utilise our relief and support staff from other areas within the group. Where staff ratio numbers reduce for any reason the Manager or person in charge is informed and assess and prioritise need.

The staff to service user ratio is dependent on the individuals care and support requirements and funded hours. The current staffing establishment is currently two care staff by day and one care staff by night.



## Arrangements for Delegated Tasks

Mill Row is overseen and managed by an experienced and skilled Manager and support workers who continually assess the needs of the service users and take into account experience, abilities and competencies of employees.

## Supervision Arrangements

All staff receive ongoing daily supervision and support by the team leaders and managers. However, a more formal individual written supervision is carried out every twelve weeks which may encompass group supervision/ individual support and objectives to improve performance and knowledge, the supervisions follow through to the yearly appraisal. A supervision/appraisal matrix is maintained.

The Manager receives ongoing support from the Clinical Nurse Manager responsible for the site, who visits regularly. Additionally, the RI meets with the Home Managers every twelve weeks for group supervision and coaching, the supervision follows through to the year appraisal. The Manager attends four weekly managers meetings at Chestnut House with all other managers around the Fieldbay group.

## Staffing and Management at Mill Row

### Rhian Jones – Manager

I am the Home Manager for Mill Row. I am currently completing my C&G level 4/5. I work 37.5 hours per week, and I work a variety of shift patterns in order to support staff and individuals living in Mill Row at any time of the day and night. I am responsible for managing Mill Row and ensuring all the individuals living in Mill Row are well looked after. My main aim is to ensure all the individuals' social, emotional, physical, psychological and mental health are supported throughout their time in Mill Row.

### Support Workers

Support workers in Mill Row work under the direction of the shift leader on each shift. The support workers are required to achieve QCF Level 2, with some staff at Mill Row having obtained their QCF 3 & 5. The recruitment of staff and opportunities for training and development are on-going and an expected part of the role. Annual mandatory training is arranged, and topics of interest are facilitated as part of the ongoing staff training program, including supervision sessions and annual appraisals.

### Maintenance Staff

Mill Row has access to two full time maintenance staff, who work on the site, under the direction of the Home and the Facilities Managers. The maintenance team conduct all the routine Health and Safety checks, including routine fire testing and emergency lights, call bell checks, Legionella testing, general upkeep of the home and this will be overseen by the Facilities and Home Manager. Mill Row also has use of a groundskeeper, window cleaner

and painter, employed by Fieldbay, who assist the maintenance personnel and manager to ensure all areas and our gardens are well maintained.

## **Support Staff**

### **Angela Singh – Director & Responsible Individual Bsc (HONS) Psychology, BA (HONS) Social Work, PGcert in Managing Practice Quality in Social Care**

Angela has been a qualified social worker since 2007 but has worked in the care sector since 1996 – Angela is responsible for supporting Rhian in all professional, clinical and management areas to ensure the safe and effective running of the home and promoting high standards of care and support, ensuring people who live with us have a voice and are involved in all decision making which affects them.

Angela will also be involved in teaching, coaching and developing all staff employed within the home, ensuring they have all the skills and training they need to provide an excellent service.

Angela has extensive experience of working in the care sector having worked in adult mental health and disability services for a Local Authority for 24 years, she also has considerable management experience both in the statutory sector and over the past year in the private sector. Angela has attended numerous courses relating to the role of manager and achieved a post graduate certificate in managing practice quality in social care.

### **Paula Lewis – Managing Director R.M.N., Dip N., BSc N., ABPI, Dip HCM. PGCE. IOSH, MA**

Paula is a Registered Mental Health Nurse and is the RI and Director of Mill Row. Paula is responsible for clinical governance, quality and the regulatory requirements under RISCA. Paul works closely with the Home Manager to ensure the safe and smooth running of the Home, whilst promoting high standards of care. In addition to supporting all clinical areas, Paula will have involvement in teaching, coaching and developing staff employed at Mill Row. Paula has extensive mental health and management experience both in the NHS and independent sector, having worked within the organisation since 1998. Paula has attended numerous courses relating to the role of Registered Manager, Senior Manager, and Responsible Individual as well as personal development courses.

### **David Hammacott –Group Senior Nurse & Deputy RI RMN, QCF 5, BSc. Crisis Prevention Management**

Dave is a Registered Mental Health Nurse, with wide ranging experience in the NHS and Independent Sector. Dave works alongside the Registered Managers in ensuring clinical standards are maintained and training and professional development is provided. Dave deputises for Paula in her absence in all managerial and clinical aspects.

**Sian Hammett – Clinical Nurse Manager  
RGN, IOSH**

Sian is a Clinical Nurse Manager and visits Mill Row on a weekly basis. Sian is a qualified RGN and prior to working for Fieldbay was a lead nurse in the NHS covering acute medicine. Sian supports Mill Row and other areas within the Fieldbay group to provide support. Sian also takes part in the senior nurse on call rota which covers 7 days a week 365 days a year.

**Avril Pickett – Clinical Nurse Manager  
RGN, RMN, Dip N, ILM in Management, QCF 5, IOSH**

Avril is a qualified RMN and RGN and has worked for Fieldbay since 2011 where she worked as the Registered Manager of Pen-Y-Bont Court, Ty Cwm Gwendraeth & Cwm Gwendraeth prior to joining the Senior Team. Avril has experience in holding various regional positions and completed her ILM in Management. Avril visits Cwmgelli Care to provide support to Wendy and the clinical team. Avril also takes part in the senior nurse on call rota which covers 7 days a week 365 days a year.

**Claire Hammacott – Clinical Nurse Specialist  
RMN, QCF 5, IOSH**

Registered Mental Health Nurse since 1999 – Claire is experienced in all areas of Mental Health, including hospital and Independent Settings, including EMI nursing home experience caring for older and younger people with Dementia and memory loss. Claire works closely with Michael Leighton and the home managers in the Fieldbay group.

**Rhian Nelson – Qualified O/T Manager  
MA, BSc (Hons) Occupational Therapy MRCOT, IOSH**

Rhian qualified in 1997 and has held 3 posts specialising in neurology since this time. Rhian joined our Company in 2010 and will act in a supporting and advisory role to our staff and will take an active involvement in assessment and devising programmes of care for our Service Users. Alongside her role as the OT Manager, Rhian is also a trained Manual Handler and provides training on Manual Handling to those working for the Fieldbay Group, as does her assistants.

**Zoe Fisher – Consultant Clinical Psychologist  
BSc (Hons) in psychology, Ph.D in Neuropsychology, DClinPsy (Clinical Psychology Doctorate). Health & Care Professionals Council (Psychology Practitioner PYL26004).**

Zoe is a Clinical Psychologist with experience working in Acquired Brain Injury, Stroke, Dementia and Young Onset Dementia. She has also worked with the British Psychological Society contributing to the development of the competency framework for the UK Clinical Neuropsychology Profession.

Zoe currently works in the Community Brain Injury Service in ABMU Health Board and as a Consultant Clinical Psychologist in Fieldbay. Prior to training as a clinician at University of Wales Cardiff, Zoe completed her Ph.D. in neuropsychology at the University of Wales.

Zoe recently won the 'Researcher of the Year, 2018' award at ABMU which recognised the contribution she has made to the development of neuro-rehabilitation services for people living with brain injury, the academic partnerships she has established with Swansea university and her contribution to research. Previous awards include: - ABMU Chairman's Awards 2014: Finalists for 'Working in Partnership 2014' and 'Putting Patients First 2014'; Allied Health Care Awards 2014: 'Innovation and Service Development'; ABMU Chairman's Awards 2015: 'Working Together in Partnership'; HSJ National Awards 2015: Finalists for 'Innovation in Specialist Services.

### **Mike Layton – Consultant Psychiatrist**

**Member of the Royal College of Psychiatrists, MA in philosophy, postgrad diploma in Forensic Mental Health**

Mike joined Fieldbay in 2013. In addition to psychiatric input into the MDT, Mike is able to act as Responsible Clinician for service users on Guardianship and Community Treatment Orders in partnership with statutory services.

Mike qualified as a doctor in 1999 and has been a Consultant Psychiatrist since 2008. His core specialty is Psychiatry of Learning Disability, and he has interests in Neuropsychiatry, Autism and the legal aspects of Psychiatry. He has worked as a consultant in both the NHS and the private sector.

Mike acts as an independent expert witness and is also a Medical Member of the First Tier Mental Health Review Tribunal. In addition to his core medical and psychiatric qualifications, Mike has an MA in philosophy and a postgraduate diploma in Forensic Mental Health.

### **Qualified Speech and Language Therapist (SALT)**

Fieldbay have employed a qualified Speech and Language Therapist (SALT) with twenty years' experience working for the NHS. She has worked with adults with acquired communication and swallowing disorders, including progressive conditions and dementia. The Speech and Language Therapist is LSVT (Lee Silverman Voice Treatment) certified clinician with considerable experience in delivering this treatment.

### **Occupational Therapists (OT)**

Occupational Therapists (OT) carry out assessments on activities of daily living to help those in our care remain as independent as possible. The Occupational Therapists work closely with the individuals, Managers and Care Staff to provide opportunities for activities and outings, which may be group or individual. Those living with us will have a goal orientated programme which is fully explained. The OTs work closely with the rest of therapy team and liaise with external providers for those who require additional specialist equipment like wheelchair service and orthotics. Mill Row has support of a Occupational Therapist twice a week to review the needs and abilities of service users activities and daily living.

## **Physiotherapists (PT)**

Physiotherapists assess the physical abilities of those in our care and provide programmes and regimes for those who need to improve or maintain their physical abilities. They work closely with the staff team at Mill Row each week to provide training for mobility and exercises which may be group or individual.

## Staff Training

We have training facilities in Swansea at Chestnut House and have a continual rolling program for staff training. This includes induction training for all new staff, and annual refresher training for existing staff. Training is on-going. Our induction training has been mapped against the new Social Care Wales Induction framework, and includes all mandatory training and desirable, such as:

- Mental Health Awareness
- Dementia care including person centered care via the Alzheimer's Society
- Learning Disability Awareness
- Fundamentals of care
- Behavior that Challenges (PBS/PBM)
- Health and Safety
- COSHH
- Fire Safety
- Food Hygiene
- Medicines Management
- First Aid
- Manual Handling
- Neuro-rehab training by qualified O/T
- Swallowing
- Hand washing and infection control
- Safeguarding- POVA/SOVA
- Company Policies and Procedures
- Equality and Diversity
- DoLS and MCA Awareness
- Customer care training and effective management of complaints

This training is delivered by our own in-house trainers 'face-to face' with some e-learning. There are also two dedicated training teams delivering PBS/PBM and Therapies/manual handling. These teams are made up of expert registered practitioners or specially trained staff. Training provides staff with the opportunity during breaks or before and after sessions to raise specific issues with these trainers to ensure care is both effective and individualised.

The training now includes an emphasis upon service user defined 'well-being', person centered outcome-based care, relationship-centered care, positive risk taking, Positive Behavioral Support and equality of opportunity for the people who live with us.

In addition to Induction and refresher training we have a series of 7 Shift Leader Study Days that ensure all staff who lead a shift are able to do so. These sessions include Incident Management, Physical Illness, Electronic Records, Difficult Communication, Managing Meetings, Health Care Law and Ethics, and Admission, Discharge and Death.

## Section 6 – Facilities and Services

### Rooms

Rooms	Bedrooms (with En-suite facilities)	Communal Lounge/Diner	Communal Bathrooms	External Communal Area
Ground Floor Individual rooms x 2	02	01	01	01
First Floor Individual Flats x 2	02		0	01

Mill Row is an extremely spacious four bedroom Residential Home, comprising of two floors. The ground floor has two en-suite bedrooms, with a communal bathroom and lounge/diner. The first floor has two en-suite studio apartments with full kitchen and dining facilities. The staff office is also situated on the first floor.

### Dining Area's

The two upstairs apartments have both been furnished with kitchenettes and a spacious dining area for individuals to prepare and eat meals in their bedrooms. Alternatively, there is a large communal dining area situated on the bottom floor which is ideal for group gatherings if the individuals wish to do so.

### Communal Areas

Mill Row has a large lounge on the ground floor; there is a large television with sky TV. The dining table is large enough to play board games, arts and crafts or to meet and discuss plans for events and activities in the forth coming months.

There is a large, landscaped garden to the front, perfect for service users to make the most of a sunny day as well as enjoy barbeques and gardening. Plant pots and raised beds allow keen gardeners to maintain their green fingers.

### Specialist Bathing Facilities

Mill Row does not currently require specialist bathing facilities but has a large downstairs bathroom, should Mill Row need to adapt the home to incorporate these facilities the home has been built with the space to do so.



## **Specialist Equipment**

Individuals in Mill Row don't currently use any specialist equipment. Should a new service user move in to Mill Row or a current service user deteriorate and require this our therapy team would assess and provide the necessary equipment.

All manual handling equipment in Fieldbay Ltd is under a service and maintenance contract and is regularly checked and serviced in accordance with regulations. Mill Row has wide corridors and doorways which would allow ease of movement for a wheelchair or for those with mobility concerns.

## **Security and use of CCTV**

The front door is operated with a thumb turn lock which is locked by staff to prevent unauthorised access to the building and to ensure safety is maintained for both service users and staff. The door can be unlocked for service users wishing to leave Mill Row and they would then be accompanied by staff.

Mill Row does not operate CCTV on the premises.

## **Access to outside space and Facilities in Mill Row**

All our service users are able to enjoy and access outside gardens and spaces, alone or when accompanied by staff or families, depending on a risk assessment.

## **Pets**

We are happy to discuss with individuals coming into our care, requests for their pets to be brought into the home. The request will be subject to discussion with other service users and a risk assessment carried out.

## **Section 7 – Governance and Quality Monitoring**

### **RI – Management of Quality, Safety and Visits to the Service**

The Fieldbay Governance and Quality board members meet on the 3<sup>rd</sup> Monday every 8 weeks at Chestnut House. The members of the board include the Company Director & RI, Deputy RI, Head of HR, Health & Safety Manager, Senior Nurse Managers, Occupational Therapy Manager, Clinical Psychiatrist, Clinical Psychologist and Minutes Taker.

Corporate Health and Safety Committee Meetings are held on Mondays at quarterly intervals. The Committee is attended by Company Director, RI, Deputy RI, Head of HR, Health & Safety Manager, Senior Nurse Managers, Occupational Therapy Manager and the minute taker.

Health & Safety updates form part of the Senior Management review of Mill Row at Chestnut House each week. These meetings are led by the RI and attended by Deputy RI, Head of HR, Senior Nurse Managers, Occupational Therapy Manager and Health & Safety Manager.

Health and Safety Committee Meetings are held at Mill Row and attended by Heads of Department, the Home Manager, Staff and Minute Taker. These are held quarterly.

The RI is actively involved in overseeing the services and meets once a week with the Senior Management Team (SMT) to discuss any concerns, issues and areas of best practice. All Incidents & Accidents are reviewed at this meeting and action taken. The RI visits the service at least once every three weeks.

Service Users and relative quality questionnaire feedback, provide valuable feedback to continually evaluate and improve our services. This is in conjunction with staff training needs analysis and staff satisfactory questionnaires. These all add to receiving feedback on the quality of our service.

### **Accountability, Responsibility and Delegation**

The RI has appointed a Clinical Nurse Manager for each site who feedback any issues in real time, the RI also meets the managers and deputies and to oversee all staff on frequent visits. The RI visits 7 Mill Row at least every three weeks.

The RI meets the Health & Safety Manager weekly. Bi-Monthly Regulation 73 visits are completed by the Responsible Individual and the Senior Management Team members also undertake monthly regulated visits for the RI.

Weekly Clinical and Any Other Business (AOB) meetings take place within the home and cover the key areas in relation to the service, these being 'Regulatory, clinical, staffing, training and environmental audits'.

7 Mill Row is regulated and inspected by Care Inspectorate Wales. We collate a bi-annual regulatory quality report for the Inspectorate, which is available for staff, relatives, visitors, Local Health Boards and Authorities to access.

7 Mill Row contracts with varying commissioners and each will have their own contracts, including quality aspects. The home is subject to reviews and audits from our commissioners.

## **Consulting People using our Service**

Service users and families are consulted annually to complete 'Service Satisfaction Questionnaire' to provide feedback on the quality on the services provided at 7 Mill Row. The results are displayed on a notice board in the foyer; copies are also available from the Home Manager.

Service user meetings are coordinated by the Home Manager and/or the team and are carried out 12 weekly. The service user meetings may be carried out either individually or as a group. Service users who choose not to participate in the group meetings, we ensure they are consulted about their views and feedback on a variety of issues and areas, such as choice and control of 'life in the Home'. The RI also meets with service users on the regular visits to gauge feedback and quality of service being provided.

Relative meetings are coordinated on a needs basis and relatives are involved in the service users support planning meetings, if agreed by the service user.

Staff/Team Leader Meetings take place Bi-Monthly, and minutes are stored and posted in the staff main office for staff to read.

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7 Mill Row contracts with varying commissioners and each will have their own contracts, including quality aspects. The home is subject to reviews and audits from our commissioners.

In addition to the above, in our desire to have ongoing feedback and exceed expectations we have 'comments cards' for any visitors of our Service Users to complete. These are reviewed at weekly AOB meetings and acted upon accordingly.

## Complaints

We recognise that feedback from service users, relatives and visitors to our home is an important source of information to help us improve our service. We value compliments, complaints and observations in any form.

We recognise that complaints may originate from service users, their family/ relatives and visitors to the Home, directly or through the Care Inspectorate Wales (CIW), Local Health Board or alternative Funding Authorities and care managers, either orally and/or in writing.

Each instance of complaint must be reported to the Person in Charge which will be routed to the Home Manager and RI/Director.

We do understand it isn't always possible to raise a complaint directly with the people involved in providing the Support, in that situation you are welcome to raise your complaint with the Complaints Coordinator.

You can contact the Fieldbay Complaints Coordinator Susan Hammacott, by

- Phone: 01792 771850/ 07889573497
- Email: [Sue.hammacott@fieldbay.co.uk](mailto:Sue.hammacott@fieldbay.co.uk)
- In writing: Fieldbay (2019) Ltd  
Chestnut House  
Tawe Business Village  
Swansea  
SA7 9LA

Every effort will be made to resolve the complaint and often we prefer a face-to-face meeting to allay anxiety and address concerns to provide a full response to the complainant within ten working days. Should the complaint necessitate a longer investigation, a letter stating same will be sent out within ten days.

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right.

You can contact the Ombudsman by:

- Phone: 0300 790 0203
- E-mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)
- The website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)
- Twitter: @OmbudsmanWales
- In writing to: Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

You can also ask us for a copy of the Ombudsman's booklet, which will give you more information about his role and how you can complain.

Alternatively, the Local Authority.

**Swansea Local Authority**

- Telephone complaints team: 01792 637345
- Website: <https://sbuhb.nhs.wales/about-us/complaints-feedback/complaints/>
- E-mail at [SBU.LetsTalk@wales.nhs.uk](mailto:SBU.LetsTalk@wales.nhs.uk)
- Telephone: 01639 684440

In writing, at the following address:

FAO: Chief Executive  
SB Health Board Headquarters  
1 Talbot Gateway  
Baglan Energy Par  
Port Talbot  
SA12 7BR

Please note: the Care Inspectorate Wales (CIW) are unable to investigate any matter within the business and that any complaints that need to be raised should be done so in line with the Company Policy.