



Statement of Purpose

Lower Farm Nursing/Residential Care Home

126 Grimston Road

South Wootton

Kings Lynn

PE30 3PB

Telephone: 01553 671027



Introduction

Our Statement of Purpose is written to comply with the Care Quality Commission's Guidance about Compliance: Essential Standards of Quality and Safety.

This guidance requires every care service provider to produce, and keep under regular review, a Statement of Purpose that includes:

- Our values, aims, and objectives
- The services we provide, and how these meet the needs of people who use, or may use, the service
- Information about the organisation, including the full name of the service provider and any registered manager, along with their business address, telephone number, and email addresses
- The legal or registration status of the service provider (for example, whether the home provides care with or without nursing, and whether it is designed to support older people, people living with dementia, or others)
- The locations where the organisation provides registered services (if more than one)

Information about the Organisation

The company officially registered to provide the care service is Archers Healthcare Ltd.

- The Registered Manager of the service is Mrs Hayley Newton-Thomas.
- The Registered Provider is Mr. Ravi Selliah, FCMA.

Archers Healthcare Ltd. operates three homes: Lower Farm, Braintree, and Aston Grange.

Values and Principles of Lower Farm

The following statements reflect the values, principles, and overall aims of our care service.

- Focus on residents – We provide person-centred care and support in ways that achieve positive outcomes and promote active participation in daily life.
- Fit for purpose – We regularly review and monitor our operations to ensure we are meeting our aims and objectives. We actively welcome feedback from residents, families, and professionals to drive improvement.

- Promoting welfare – We deliver care packages that meet each resident’s personal, social, and healthcare needs. We work in partnership with other professionals and agencies to maximise independence and community participation.
- Meeting assessed needs – Before admission, every resident’s needs and preferences are thoroughly assessed. Care is then tailored to those needs and reviewed regularly to ensure it remains flexible and responsive.
- Commitment to quality – We are dedicated to delivering the highest possible standard of care and are committed to continuous improvement in everything we do.
- A skilled workforce – We recruit, train, and support staff to meet nationally recognised care standards. Our workforce is valued and developed to ensure residents receive safe, effective, and compassionate care.

Rights

We place the rights of our residents at the heart of our philosophy of care.

- We are committed to upholding and protecting these rights in every aspect of life at Lower Farm.
- We encourage residents to exercise their rights fully, making their own choices wherever possible.
- We actively promote equality, fairness, and respect, ensuring that every resident is treated as an individual.

Privacy

We recognise that living in a communal setting and receiving personal care can sometimes feel invasive. At Lower Farm, we are committed to protecting each resident’s right to privacy and to supporting them to enjoy time alone, undisturbed, whenever they wish.

We do this by:

- Providing help in intimate situations with discretion and sensitivity.
- Supporting residents to furnish and personalise their rooms in their own style, and to use them freely for leisure, meals, and entertaining.
- Offering a choice of quiet areas and private spaces around the home for time alone or with visitors.

- Ensuring residents have locks on their bedrooms and personal storage spaces, where appropriate.
- Respecting residents' privacy when using the telephone, reading post, or communicating with family, friends, and advisors.
- Safeguarding the confidentiality of all personal information held about residents.

Dignity

We believe that every person has the right to be treated with dignity and respect, regardless of age, ability, or health needs. At Lower Farm, we actively promote and protect the dignity of all residents by:

- Valuing each resident as an individual, recognising their unique identity, preferences, and life history.
- Supporting residents to present themselves as they wish, including their choice of clothing, personal appearance, and behaviour in public.
- Providing a variety of meaningful activities that enable residents to express themselves and celebrate their individuality.
- Challenging stigma and negative attitudes associated with age, disability, or health conditions.
- Where required, providing support to reduce the impact of disabilities on communication, mobility, physical function, or appearance, while maintaining independence wherever possible.

Independence

We recognise that moving into a care home often means giving up some aspects of independence. At Lower Farm, we believe it is essential to support residents in maintaining and developing their independence wherever possible.

We do this by:

- Providing human or technical assistance discreetly and respectfully, only when it is needed.
- Encouraging residents to maximise their abilities for self-care, social interaction, and daily living tasks.

- Supporting residents to take reasonable and informed risks, in line with their wishes and care plans.
- Promoting opportunities for residents to build and maintain personal relationships and community connections beyond the home.
- Ensuring that any use of restraint is only ever as a last resort, and only in urgent situations where it is essential for the safety of the resident or others.
- Encouraging residents to access and contribute to their own care records, so they remain fully involved in decisions about their care.

Civil Rights

We believe that every resident has the same rights as any other citizen, regardless of age, health, or disability. Living in a care home should never mean losing the right to participate fully in society.

We promote and protect civil rights by:

- Supporting residents to vote in elections and to access information about democratic choices.
- Ensuring residents have full and equal access to all elements of the National Health Service.
- Helping residents to claim any welfare benefits or social services they are entitled to.
- Assisting residents in accessing public services such as libraries, further education, and lifelong learning opportunities.

Choice

At Lower Farm, we believe that every resident should have the freedom to make their own choices in all aspects of daily life. We support choice by:

- Providing meals that allow residents to decide where, when, and with whom they eat, and offering food and drink that reflects individual preferences.
- Offering a wide range of leisure and social activities, giving residents the freedom to choose what interests them.
- Supporting residents to manage their own time, rather than following rigid communal schedules.

- Recognising and respecting individuality — avoiding treating residents as a single group, and instead valuing personal preferences.
- Respecting individual, unique, or unconventional behaviours, provided they do not compromise safety or wellbeing.
- Maintaining flexibility in daily routines, so residents can live in a way that reflects their own lifestyle and choices.

Fulfilment

We are committed to helping every resident live a meaningful, enjoyable, and fulfilling life. At Lower Farm, we support personal aspirations, abilities, and interests in the following ways:

- Taking time to understand each resident's life history, experiences, and preferences, at a level they are comfortable sharing.
- Offering a variety of leisure, recreational, and social activities that reflect individual interests and abilities, and encouraging participation without pressure.
- Respecting and supporting residents' personal, intellectual, artistic, and spiritual values and practices.
- Celebrating and embracing residents' religious, ethnic, and cultural diversity.
- Helping residents to maintain existing friendships and family connections, and to develop new relationships — including personal or intimate relationships, if they wish.
- Always listening and responding promptly to residents' communication needs, at whatever level they are able to express themselves.

Diversity

At Lower Farm, we are proud to welcome and celebrate the diversity of every resident. We believe that different backgrounds, cultures, and experiences enrich life within our home.

We promote and support diversity by:

- Clearly communicating to residents that their unique identities and experiences enhance our community.
- Respecting and making provision for residents' ethnic, cultural, and religious practices.

- Taking a zero-tolerance approach to discrimination of any kind, whether from staff, visitors, or others.
- Recognising and embracing individual differences, without criticism or judgement.
- Supporting residents to celebrate important events, anniversaries, and festivals that matter to them.

Quality Care

At Lower Farm, our priority is to provide the highest standard of safe, effective, and compassionate care. We achieve this by focusing on all aspects of the home's operation and the services we provide, ensuring that every resident receives care that is:

- Person-centred – tailored to individual needs, preferences, and choices.
- Safe – delivered in line with best practice, safeguarding, and professional guidelines.
- Effective – based on thorough assessments, regular reviews, and continuous improvement.
- Caring – delivered with dignity, kindness, and respect at all times.
- Responsive – flexible and adaptable to changing needs, ensuring residents remain in control of their care.
- Well-led – supported by strong leadership, skilled staff, and a culture of openness and accountability.

Choice of Home

We recognise that choosing a home is one of the most important decisions a person and their family will make. Every prospective resident should have the opportunity to select a home that best suits their needs and preferences. To support this, we will:

- Provide clear and detailed information about the home through our Statement of Purpose and a comprehensive Resident Information Guide.
- Offer each resident a contract or statement of terms and conditions, clearly outlining rights, responsibilities, and services provided.
- Ensure that every prospective resident has their needs thoroughly assessed before a decision on admission is made.

- Demonstrate to each person considering admission that we are confident in our ability to meet their assessed needs.
- Arrange introductory visits for prospective residents, and avoid unplanned admissions except in genuine emergencies.

Personal and Health Care

We base all care at Lower Farm on expert professional guidelines, best practice standards, and person-centred values. Our aim is to deliver safe, effective, and compassionate care that meets each resident's individual needs.

We do this by:

- Developing, regularly reviewing, and fully implementing a personalised care plan for every resident, based on thorough initial and ongoing assessments.
- Meeting residents' healthcare needs directly or by arranging support from appropriate external professionals where required.
- Following safe, robust procedures for the administration and management of medicines.
- Safeguarding residents' privacy and dignity in every aspect of personal and healthcare.
- Providing sensitive, dignified end-of-life care, supporting residents and their families with compassion at this important stage of life.

Lifestyle

At Lower Farm, we recognise that residents may need support in many areas of their daily lives. Our goal is to provide care that enables each person to live as fully and independently as possible.

We do this by:

- Supporting residents to enjoy a lifestyle that reflects their social, cultural, religious, and recreational interests and needs.
- Encouraging residents to exercise choice and control over all aspects of their daily lives.
- Providing wholesome, balanced, and appealing meals in comfortable surroundings, served at times that suit residents' preferences.

Concerns, Complaints, and Protection

At Lower Farm, we are committed to openness, accountability, and the protection of residents. While we aim to provide the highest standards of care, we recognise that residents or families may sometimes feel dissatisfied or have concerns. We also acknowledge the importance of safeguarding residents from harm both inside and outside the home.

To achieve this, we:

- Provide a clear, simple, and accessible complaints procedure, ensuring residents and families know how to raise concerns.
- Respond to complaints promptly, fairly, and transparently, always aiming to resolve issues quickly.
- Protect and uphold the legal rights of all residents, ensuring they are treated with dignity and respect.
- Take all possible steps to protect residents from abuse, neglect, or harm, and act immediately on any safeguarding concerns.
- Promote a culture of safety, openness, and accountability, where residents, families, and staff feel confident to speak up.

The Environment

At Lower Farm, we believe the home environment should be safe, comfortable, and welcoming. The physical surroundings are designed to support residents' independence, wellbeing, and quality of life.

We ensure this by:

- Maintaining all buildings and grounds in a safe, well-kept condition.
- Designing and arranging communal areas to be comfortable, accessible, and inclusive.
- Providing toilet, washing, and bathing facilities that meet the needs of all residents.
- Making specialist equipment available where needed to maximise independence and safety.
- Offering individual accommodation of a high standard, tailored to residents' needs.

- Ensuring bedrooms are safe, comfortable, and personalised, with residents' own possessions around them.
- Keeping the premises clean, hygienic, and free from unpleasant odours, with robust systems in place to control the spread of infection.

Staffing

We recognise that our staff play a vital role in ensuring the safety, wellbeing, and quality of life of residents at Lower Farm. To maximise their contribution, we:

- Employ staff in sufficient numbers and with the right mix of skills to meet residents' needs effectively.
- Ensure that at all times there are appropriately qualified staff on duty, with recognised health and social care qualifications.
- Follow robust recruitment policies and practices that uphold equal opportunities and safeguard residents' safety and welfare.
- Provide staff with a comprehensive induction programme, followed by ongoing training and development relevant to their roles.
- Encourage and support staff to develop their skills and careers, so they can continue to deliver safe, compassionate, and high-quality care.

Management and Administration

We recognise that strong, effective leadership is essential to the success of Lower Farm and to delivering safe, high-quality care. To ensure this, we:

- Always appoint a Registered Manager who is fully qualified, competent, and experienced for the role.
- Promote a management approach that is open, positive, and inclusive, encouraging feedback from residents, families, and staff.
- Operate robust quality assurance and monitoring systems to drive continuous improvement.
- Follow sound financial procedures that safeguard residents' interests and ensure the sustainability of the service.
- Provide residents with support in managing their personal finances, where appropriate and in line with regulations.

- Supervise and support all staff and volunteers regularly, ensuring accountability and professional development.
- Maintain accurate and up-to-date records on all aspects of the home and the care we provide.
- Ensure the health, safety, and welfare of residents, staff, and visitors are always protected and promoted.

The Underpinning Elements

There are a number of key themes that run through, and underpin, all of our aims at Lower Farm. These principles guide how we uphold the rights of residents and deliver safe, effective, and high-quality care.

Focus on Residents

At Lower Farm, everything we do is driven by the needs, abilities, and aspirations of our residents. Care is not shaped by the convenience of staff, management, or any other group, but by what matters most to the people who live here.

We recognise how easily this focus can be lost, so we remain vigilant and proactive in ensuring that our facilities, resources, policies, activities, and services are always resident-led and person-centred.

Fitness for Purpose

We are committed to achieving our stated aims and objectives and to providing a service that delivers on its promises.

We welcome and value the scrutiny, feedback, and involvement of residents and their representatives, and we use this to continually review and improve the quality of care and support we provide.

Comprehensiveness

We aim to provide a holistic range of care and support that meets the full personal, social, and healthcare needs of our residents.

This is achieved in close collaboration with residents, families, and appropriate external agencies, ensuring that care is person-centred, coordinated, and responsive to individual preferences.

Meeting Assessed Needs

The care we provide is always based on a thorough assessment of each resident's individual needs, preferences, and aspirations.

We ensure that care plans are systematically developed, regularly reviewed, and continuously updated, so that support remains responsive to changes in health, wellbeing, or personal circumstances.

Quality Services

We are committed to delivering high-quality care and support and to driving continuous improvement across all areas of the service.

This includes:

- Ensuring staff and management receive ongoing training and development to maintain the highest professional standards.
- Regularly reviewing and improving policies, practices, and procedures in line with best practice and regulatory guidance.
- Using feedback from residents, families, and professionals to identify areas for improvement and enhance the quality of care.

The Management's Qualifications and Experience

Hayley Newton-Thomas – Registered Manager / Operations Manager

Hayley has over 12 years of experience in the care sector, including 7 years at Lower Farm. In October 2024, she was promoted to Operations Manager within Archers Healthcare Ltd., while continuing to serve as the Registered Manager of Lower Farm Nursing Home.

Hayley holds the following qualifications:

- Level 2 in Mental Health Awareness
- NVQ Level 3 in Health and Social Care
- NVQ Level 4 in Leadership and Management

Her extensive experience and qualifications reflect her strong leadership skills and commitment to delivering safe, effective, and person-centred care, in line with CQC standards.

Abraham Malathar – RGN, Clinical Lead

Abraham joined Lower Farm as Clinical Lead on 12th August 2024. He is responsible for managing a team of six RGN nurses and ensuring that all nursing care is delivered to the highest professional standards.

In his role, Abraham:

- Oversees the clinical practice of the nursing team.
- Ensures that resident safety and wellbeing are always the top priority.
- Promotes a culture of high-quality, evidence-based care.
- Supports the ongoing development and supervision of nursing staff.

Abraham's leadership helps to ensure that the home consistently provides safe, effective, and person-centred nursing care, in line with professional standards and CQC requirements.

Contacting the Registered Manager

The Registered Manager operates an open-door policy and is always available to residents and their families who wish to discuss any concerns, suggestions, or feedback.

Hayley can be contacted:

- By telephone: 01553 671027
- By email: manager@lowerfarmnursing.co.uk

This approach reflects our commitment to openness, accessibility, and partnership working with residents and their families.

The Home's Staff

Lower Farm employs approximately 55 staff members, many of whom are directly involved in providing high-quality care and support for residents.

Our staff team includes:

- Care staff trained to NVQ Level 2 and Level 3 in Health and Social Care.

- Kitchen staff trained in Food Hygiene Level 2 and Level 3, ensuring safe and nutritious food preparation.

We are proud of our dedicated and skilled workforce, who combine professional training with compassion and commitment. Their experience and qualifications help ensure that residents receive safe, effective, and person-centred care every day.

Directors of Lower Farm

The registered provider of Lower Farm is Archers Healthcare Ltd. The Directors are Mrs. Julie Archer-Moran and Mr. Ravi Selliah, FCMA.

Mrs. Julie Archer-Moran, RMN – Director

Julie is a Registered Nurse (Level 2) on the Professional Register and has many years of experience within the care home sector. She brings both clinical and business expertise to the leadership of Archers Healthcare Ltd.

Julie's qualifications and professional experience include:

- Enrolled Nurse (M)
- BA (Hons) in Business Management
- HNC in Business
- Epilepsy Nurse Specialist (N11)
- Dementia Nurse Specialist
- NVQ Assessor
- Health & Safety Maintenance Technician's Certificate

Her combined nursing and management background ensures strong, knowledgeable leadership, supporting the delivery of safe, effective, and person-centred care at Lower Farm.

Ravi is a Fellow of the Chartered Institute of Management Accountants (FCMA) and serves as both Director of Archers Healthcare Ltd. and the Registered Provider for Lower Farm. He brings extensive expertise in finance, business management, and governance, ensuring that the organisation operates sustainably and in full compliance with regulatory standards.

Ravi's role focuses on

- Strategic leadership and financial management, ensuring resources are used effectively to deliver high-quality care.

- Overseeing compliance with CQC regulations and governance frameworks.
- Supporting the management team to achieve continuous improvement and positive outcomes for residents.
- Embedding strong systems of accountability, transparency, and value for money across all homes within Archers Healthcare Ltd.

Ravi's financial and governance expertise complements Julie Archer-Moran's clinical background, together providing well-rounded leadership that ensures Lower Farm is safe, effective, caring, responsive, and well-led.

The Organisational Structure of the Home

The Home's Operations

The team at Lower Farm is led by the Registered Manager, Hayley Newton-Thomas, supported by the Clinical Lead and a dedicated team of care and ancillary staff.

- Shift Leadership: Each shift is overseen by a senior member of staff, who is responsible for the security, welfare, and daily care of residents. The Manager or Clinical Lead is on-call 24/7 to provide additional support when required.
- Care Provision: Lower Farm provides round-the-clock care, 365 days a year, with core shifts running from 08:00 to 20:00 and 20:00 to 08:00. Additional split shifts (08:00–14:00 and 14:00–20:00) provide further flexibility in staffing and support.
- Recruitment: Staff recruitment is overseen by the Registered Manager, ensuring that all appointments are made in line with safe recruitment practices and the needs of the service.
- Training and Development: The home is fully committed to staff learning and development.
 - Registered Nurses maintain and extend their professional knowledge in line with Nursing & Midwifery Council (NMC) requirements.
 - Healthcare Assistants work towards NVQ Level 2 and Level 3 in Health and Social Care.
 - All staff undertake regular study days and training updates to ensure they remain fully up to date with health needs, patient care, and best practice.

This structure ensures that residents consistently receive care that is safe, effective, and person-centred, supported by a skilled and well-led team.

Residents Accommodated

Lower Farm provides care and accommodation for older people, with a particular focus on:

- End-of-life and palliative care
- Respite care (including short stays and convalescence)

The home is currently registered with the Care Quality Commission (CQC) to accommodate up to 46 residents.

We care for older people with a wide range of nursing and personal care needs. Some residents may require only minimal support, while others may need a higher level of nursing care. We welcome individuals from all backgrounds and are committed to providing care and support that is tailored to each person's needs, abilities, and wishes.

Residents Requiring Nursing Care

Lower Farm employs a team of qualified Registered Nurses (RGNs) and trained care staff to provide high-quality nursing and residential care for residents who require it.

Nursing care is delivered in line with:

- Professional standards and codes of practice set by the Nursing & Midwifery Council (NMC).
- Each resident's personalised care plan, developed from thorough assessment and kept under regular review.
- Our commitment to ensuring that nursing care is always safe, effective, compassionate, and responsive to residents' changing needs.

Admissions

In line with government regulations and Care Quality Commission (CQC) guidance, all potential residents must have their needs thoroughly assessed before admission. This ensures they have the best possible information on which to make an informed choice about their future, and that the home can safely and effectively meet their needs.

- Assessment Process
 - Where a potential resident is already known to a local authority or social work department, the initial assessment will normally be carried out as part

of the care management process. We also complete our own assessment to confirm that Lower Farm is a suitable environment for the individual.

- For individuals who approach the home directly, a full assessment of needs will be undertaken by appropriately trained staff, with the resident's permission and, where necessary, using input from specialist advice and reports.
- Assessments cover the full range of health, social, cultural, and personal needs as set out in CQC guidance. All information is handled in strict confidence.
- Information and Choice
 - We provide prospective residents and their families with comprehensive information about the home, including our services, facilities, and care approach.
 - We encourage potential residents to visit the home, meet staff and residents, and join us for a meal. A trial stay may also be arranged; visits or trial periods of more than one day are subject to normal charges.
 - We welcome the involvement of family members, friends, or representatives in the decision-making process.
- Suitability
 - If we believe that Lower Farm is not the right place for a potential resident, we will advise on alternative services and support options.
- Emergency Admissions
 - In exceptional cases where an emergency admission is required, we will ensure that the new resident is informed about the home's key aspects, routines, and rules within 48 hours. A full assessment and care planning process will be completed within five days.

Social Activities, Hobbies and Leisure Interests

At Lower Farm, we believe that residents should have every opportunity to live their lives fully, enjoying social, cultural, and leisure activities that reflect their interests and preferences.

We support this by:

- Individual Interests and Hobbies

- During the assessment process, we encourage prospective residents to share details about their hobbies, cultural preferences, and leisure interests, so these can be supported during their time with us.
- Residents are encouraged to continue existing hobbies, explore new interests, and participate in activities both inside and outside the home.
- Group and Community Activities
 - We provide a varied programme of activities led by our Activities Organiser, and welcome visiting entertainers and professionals throughout the year.
 - We encourage friendships and a sense of community, while respecting each resident's choice to take part or not.
- The Home Environment
 - Residents have free use of our dining room, lounges, sitting areas, and gardens. Those who prefer can enjoy the privacy of their own rooms, which may be personalised with furniture, decorations, and possessions.
 - Our tranquil pond area and wheelchair-accessible garden paths provide relaxing outdoor spaces for all residents.
- Food and Dining
 - Meals are an important part of daily life and social interaction. We provide three nutritious, balanced meals daily, with regularly updated menus and choices at each sitting.
 - We cater for special and therapeutic diets as advised by healthcare professionals and agreed in each resident's care plan.
 - Meals are served in the dining room in a relaxed, welcoming setting, but residents may also choose to eat in their own rooms.
 - Snacks and hot or cold drinks are available at all times.
 - Special occasions and festivals are marked with celebratory meals and events.
- Involvement in the Community
 - We welcome visits from local councillors, MPs, schools, voluntary organisations, and other community groups, helping to keep residents connected to the wider community.
 - Residents always have the right to decide who they wish to meet or not meet.

- Risk-Taking and Independence
 - We recognise that risk-taking is a natural and sometimes enjoyable part of life. Where an activity involves risk, we carry out a thorough risk assessment with the resident (and their family or representative if they wish), and agree on actions to balance safety with independence.
 - Risk assessments are reviewed regularly in light of experience and changing circumstances.
- Consultation and Involvement
 - Residents are regularly consulted, both individually and as a group, about the way the home is run.
 - Satisfaction surveys and open discussions are used to gather feedback, ensuring residents' voices shape the service.
 - We are committed to creating an atmosphere that is open, positive, inclusive, and transparent.
- Additional Services
 - Hairdressing and daily newspapers are available at an additional charge.
 - Some social activities may carry a small cost; these are always communicated in advance.
 - For the comfort of everyone, all communal areas of the home are non-smoking, though residents may smoke outside if they wish.

Consultation with Residents and Their Representatives

At Lower Farm, we are committed to actively involving residents and their families in all aspects of the home's operation and the care we provide. We believe that open consultation helps ensure our services remain person-centred, responsive, and continually improving.

We achieve this by:

- Encouraging residents and their representatives to share feedback at any time through an open-door policy with the management team.
- Providing a suggestion box at the home entrance for ideas, concerns, or comments.
- Using anonymous satisfaction surveys and questionnaires to gather honest feedback on the services we provide.

- Holding regular meetings and forums with residents and families to discuss day-to-day living, activities, and future plans for the home.
- Ensuring that feedback is always acknowledged, acted upon, and used to improve the quality of care and services.

Fire Precautions, Emergency Procedures and Safe Working Practices

At Lower Farm, the safety of residents, staff, and visitors is our highest priority. We have robust fire safety measures, emergency procedures, and safe working practices in place to protect everyone in the home.

- All residents are made aware of the actions to take in the event of a fire or emergency.
- Copies of the home's fire safety policy and procedures are available in each resident's room and in all communal areas.
- Staff receive regular fire safety and emergency response training, including practice drills, to ensure they are fully prepared.
- The home complies with all relevant legislation and government guidance on health, safety, and welfare.
- Fire safety equipment and alarm systems are regularly tested and maintained in line with statutory requirements.

These measures ensure that Lower Farm remains a safe and secure environment, with clear procedures to protect residents, staff, and visitors at all times.

Arrangements for Religious Observances

At Lower Farm, we respect and support the right of every resident to practise their faith or observe their spiritual beliefs. We aim to make this as easy and meaningful as possible by:

- Arranging transport to local places of worship if required.
- Contacting local faith communities on behalf of residents and, where possible, arranging for a minister or representative to visit the home.
- Celebrating major religious festivals, such as Christmas and Easter, within the home, while ensuring residents are free to choose whether or not to participate.

- Taking particular care to meet the needs of residents from minority faiths. These needs are discussed with the Registered Manager before admission so that appropriate arrangements can be made.

Our aim is to ensure that residents' religious, spiritual, and cultural needs are respected and supported as part of their overall care plan.

Relatives, Friends and Representatives

At Lower Farm, we recognise the importance of family, friendships, and support networks in residents' lives. We encourage and support residents to maintain these connections, while respecting their right to choose who they wish to see.

- Residents are given every opportunity to maintain links with family and friends, and can decide for themselves who they wish to see, and when and where visits take place.
- Friends and relatives are welcome to visit at any time convenient to the resident. We kindly request that visits during mealtimes are avoided unless previously agreed.
- Visitors are encouraged to become involved in daily routines and activities if the resident wishes.
- If a resident wishes to be represented by a friend, family member, professional, or advocate in any dealings with the home, we will fully respect their wishes and provide the necessary facilities.

Our aim is to ensure that residents feel supported by those who matter most to them, with their rights, choices, and independence always respected.

Concerns and Complaints

At Lower Farm, we are committed to **listening, learning, and acting** on the views of residents, their families, and representatives. We encourage open discussion about any concerns so that issues can be resolved quickly before they develop into formal complaints.

We welcome **all feedback** — whether positive, constructive, or critical — as it helps us to improve our services.

Raising a Concern or Complaint

- Residents, families, or representatives are encouraged to raise concerns in the first instance with any member of staff, who will seek to resolve the matter promptly and, if appropriate, offer an apology.
- If the concern involves a particular member of staff, or the complainant feels uncomfortable raising it directly, the matter should be referred to a senior member of staff or the Registered Manager.
- If an informal resolution is not possible, a **formal complaint** can be made to the Registered Manager, who will either handle it personally or appoint a senior manager to investigate.

Complaints Process

- A written record of the complaint will be made, signed by the complainant, and a copy provided along with a written acknowledgement of the complaint.
- The acknowledgement will set out the timescale for responding. The investigation will usually be completed within 28 days, unless exceptional circumstances apply, in which case the complainant will be informed.
- The person handling the complaint will carry out a confidential investigation, interviewing relevant staff and, if necessary, other residents (with consent).
- On completion, the complainant will receive a written report outlining the findings and any actions taken. An apology will be given where appropriate.
- If the complainant is satisfied, they may be asked to sign a copy of the investigation report to confirm closure.

Escalation

If the complainant is not satisfied with the outcome, they have the right to refer the matter to the Care Quality Commission (CQC):

Care Quality Commission
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161
Fax: 03000 616172
Website: www.cqc.org.uk
Email: enquiries@cqc.org.uk

Resident Care Plans

At the time of admission, we work closely with each resident — and, where appropriate, their family, friends, or representatives — to develop a personalised care plan. This plan:

- Sets out the resident's needs, preferences, and goals of care.
- Identifies how staff will support those needs and aspirations.
- Incorporates any required risk assessments, ensuring safety while promoting independence.

Ongoing Review

- Each care plan is reviewed monthly in partnership with the resident and their representatives, updating objectives and recording any changes in health, wellbeing, or personal preferences.
- Additional reviews or assessments are carried out whenever needed, ensuring care remains relevant, effective, and responsive.

Resident Access and Involvement

- Every resident has the right to access their care plan at any time and is encouraged to participate fully in care planning and decision-making.
- This process helps residents to remain in control of their care and to achieve their full potential and best possible quality of life.

Rooms in the Home

Lower Farm provides accommodation in 46 single-occupancy bedrooms, ensuring privacy, comfort, and dignity for all residents.

- Bedrooms range in size from 9.9 m² to 19.18 m².
- The older part of the home contains smaller rooms, while later extensions ensure compliance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- All rooms meet current standards and provide a safe, comfortable, and homely environment.

Bedroom No. Size (m²) Bedroom No. Size (m²)

01	17.64	25	15.25
02	10.03	26	14.55
03	10.03	27	14.55
04	10.03	28	15.73
05	10.03	29	18.00
06	10.03	30	13.00
07	10.03	31	15.12
08	10.03	32	15.12
09	10.03	33	14.53
10	10.03	34	15.73
11	10.03	35	13.44
12	10.03	36	14.55
14	17.86	37	13.44
15	18.42	38	14.53
16	17.71	39	14.00
17	10.03	40	14.30
18	9.90	41	15.44
19	19.18	42	13.65
20	9.90	43	12.42
21	10.53	44	15.78
22	11.23	45	12.80
23	9.90	46	17.16

Bedroom No. Size (m²) Bedroom No. Size (m²)

24 10.71 47 15.06

Communal Rooms

Lower Farm provides a variety of spacious and well-equipped communal areas for residents to relax, dine, and socialise. These rooms are designed to support comfort, independence, and a positive quality of life.

The communal rooms available are:

Room Size (m²)

Lounge 1 37.44

Lounge 2 30.08

Lounge 3 26.80

Conservatory 15.36

Dining Room 1 51.18

Dining Room 2 27.59

Bathrooms and Toilets

Lower Farm is equipped with suitable bathroom and toilet facilities to ensure the comfort, dignity, and independence of all residents.

- The home has two bathrooms and one fully accessible wet room, located in different areas of the building, to support residents with varying levels of mobility and care needs.
- There are communal toilets throughout the home, with designated facilities for residents and separate toilets available for visitors and relatives.
- All facilities are designed and maintained to meet current health, safety, and infection control standards, ensuring residents are supported in a safe and dignified manner.

Staff and Professional Use Areas

In addition to resident and communal facilities, Lower Farm includes areas designated specifically for staff and visiting professionals:

- A staff room with kitchen facilities and designated toilets for staff use.
- The main office, along with an additional room available for visiting domiciliary and multi-disciplinary teams.
- An office located within the general nursing area, providing the Nurse in Charge with access to a dedicated workspace.

These areas ensure staff and visiting professionals have the resources and facilities they need to carry out their duties effectively, supporting the delivery of safe and high-quality care.

Privacy and Dignity

At Lower Farm, we place the highest value on respecting and protecting the privacy and dignity of every resident.

- Residents are supported to enjoy privacy in their personal rooms and daily routines.
- Care and support are provided discreetly, with sensitivity and respect.
- Residents are treated as individuals, with their personal choices, appearance, and preferences fully respected.
- Staff are trained to uphold dignity at all times, ensuring that residents feel valued and supported in every aspect of their care.

These principles are embedded throughout our policies and practice, and are reflected in the more detailed commitments set out earlier in this document.

Review of this Document

This Statement of Purpose is kept under regular review to ensure it remains accurate, up to date, and fully compliant with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009.

- The document will be formally reviewed at least once a year, and updated sooner if there are significant changes to the service.
- Residents, families, representatives, and staff are encouraged to provide feedback at any time. All comments and suggestions will be considered as part of the review process.

- A copy of the current Statement of Purpose is always available on request from the Registered Manager and is also displayed on the reception noticeboard.
- If required, this document can be provided in audio format or translated into other languages — please speak with the Manager to arrange this.

We welcome and value feedback, as it helps us ensure that Lower Farm continues to deliver the highest standards of safe, effective, compassionate, and person-centred care.