

Thorpe House Specialist Adult Mental Health Unit Ltd Statement of Purpose

1 Thorpe House Court, Almondbury, Huddersfield, HD5 8FB

Provider ID: 1-101617889

Location ID: 1-10770600876

Manager ID:



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About us

Thorpe House is a Grade 2 listed building situated in a Greenbelt area, enjoying spacious grounds. It is located in the village of Almondbury in Huddersfield, West Yorkshire. The unit provides 24-hour care for adults who have severe and enduring mental health needs. The unit caters for 21 full time service users. Thorpe House has 13 single rooms and 2 companion rooms in the main building and a further 4 single bedsit rooms in an external building which is known as the Coach House. The aim of Thorpe House is to provide holistic care within a homely environment, with choice, respect, dignity consent and independence being essential to the care provision.

Thorpe House Specialist Adult Mental Health unit Ltd is a private limited company and the company registration number is 5319583.

Our Mission

Thorpe House is a specialist adult mental health unit which provides 24-hour holistic care to those aged 18 and over who are experiencing enduring mental health issues within a homely environment. Care is based on the principles of respect, dignity, choice, rights, opinions, consent and independence.

Our Vision

We will be recognised by our service users, employees and stakeholders as the best provider of mental health services nationally; where people can live, laugh and learn within an environment of choice

Values and Behaviours

- Growth - Challenge ourselves and always look for new and better ways to do things
- Respect - Be respectful of everyone and value our differences and individuality
- Caring - Treat all with dignity and kindness
- Teamwork - Work together to achieve excellent quality
- Honesty - Feel empowered to raise concerns, knowing you will be treated fairly
- Safety - Keep each other and our environment safe

Aims and Objectives

- Provision of person-centred care to recognise and reflect individuality and to support the service user in a way that is meaningful to them whilst promoting dignity, respect, diversity, choice and control
- To ensure service user safety is at the forefront of everything we do
- To enable and support service users to retain their independence and build on skills
- To meet the service users physical and emotional needs in a dignified and non-judgemental way
- To recognise all as individuals and respect their diversity, taking into consideration protected characteristics
- To ensure the quality of service is of the highest standard possible

Regulated activities

- Accommodation for persons who require nursing or personal care
- Treatment of disease, disorder or injury

This is the only location where regulated activities are provided.

Care provision

Thorpe House provides 24-hour care for adults aged over 18. Thorpe House also caters for adults over 65 years of age. The unit provides nursing care for adults with a range of mental health needs including dementia and can cater for adults with some physical health issues as well. In the case of dual diagnosis, it is necessary for the main need to be related to their mental health. Thorpe House can provide care and support for individuals under the Mental Health Act but only under a section relevant to living in the community i.e. community treatment order.

Thorpe House takes an holistic view of the individual and works with them as a partner in their care. Care is provided with a focus on the individual's abilities.

The unit caters for all genders and employs staff of mixed genders in order to facilitate where possible personal preference of gender when providing care.

Thorpe House operates a locked door policy for the safety of those who need this but also caters for individuals who are able to go out independently.

Referral and admission procedure

Referral for prospective service users needs to be made via a professional involved in their care unless they are intending to privately fund their care. Referrals are usually made by the Care Co-ordinator for the service user.

Referral requires the full completion of a referral form and once this is received a referral assessment is arranged for a time which is mutually agreeable for those involved. All prospective clients and their relatives or friends are encouraged to visit Thorpe House as part of the referral process. If the service users care needs can be met then a costing will be submitted to the CCG or social services for approval and once agreed in writing if a bed is available an admission date can be set. If there is no bed available then the service user will be placed on the waiting list.

When a bed is available, a mutually agreeable date and time will be set for admission. Where possible, staff who have met the service user will be on duty for their admission to ensure a familiar face and help to ease the process of moving.

Care planning

A temporary care plan is devised prior to admission based on information provided from other professionals, the prospective service user and any other person involved in their care. This is discussed with the service user on admission. The initial four weeks are an assessment period and after this time a full care plan will be devised by the service user and their key worker. Where a service user doesn't wish to engage in this, their consent will be sought to liaise with a family member or friend. Where a service user lacks the understanding to make an informed decision, their next of kin or other relative or friend will be asked to contribute to care planning.

All care plans are person centred and are based on a comprehensive set of assessments and observation from staff. Care plans are holistic and cover mental health and behaviour needs, risk

of aggression, social recreational, cultural, spiritual and religious needs, physical health needs, personal care support needs, nutritional and fluid intake needs, financial support needs, medication support needs, smoking support needs and any other issue identified. Care plans are reviewed on at least a four weekly basis or when needs change and the service user is invited to be a part of this review.

Community integration and activity provision

On admission, all service users have input from the Occupational Therapy Department. This includes an interest checklist which allows service users to select what activities they have enjoyed in the past as well as identifying any new activities they may like to get involved in.

Within Thorpe House there is a weekly activity plan which shows what activities are on offer in the home each morning and afternoon. This plan is changed weekly to ensure variety and service users feedback is sought on activities and activities which are not popular can be replaced with something which appeals to the service users more. Each service user is encouraged to complete their own individual diary planner for the week which includes and appointments they may have that week, any activities they plan to attend or any external groups they plan to attend.

At Thorpe House, service users are supported to attend external groups where they want to engage. These groups include a local Zumba class, knitting classes, walking groups and art groups.

For those service users with a wish to attend religious services this is facilitated with staff support if this is required. Alternatively, some service users attend the Church of their choice independently.

The unit is set in a village which has a good bus service to the town centre and also has various shops and amenities such as hairdressers, barbers and cafes.

Thorpe House has a vehicle which can be used for trips and outings. Service users have input into the trips on offer.

Nominated Individual

Mr Paul English is the Nominated Individual who has over 30 years senior management experience in various positions within a local authority setting and housing organisations. Paul is the Head of Operations and Development and is responsible for supervising the management of the regulated activity provided. His role is pivotal in providing strategic internal leadership, acting as a critical friend to the business and supporting relationships with key internal and external stakeholders.

Mr Paul English
Thorpe House Specialist Adult Mental Health Unit Ltd
1 Thorpe House Court
Almondbury
Huddersfield
HD5 8FB
paulenglish@thorpe.house
01484 300386

Registered Manager – Acting Up

Mrs Auriol Turner is Acting Manager and is going through the application process with the CQC to become the Registered Manager. Auriol is a qualified mental health nurse with extensive experience and knowledge in a senior leadership role over the last 30 years.

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1 Thorpe House Court
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auriolturner@thorpe.house
01484 300386

Staff Structure

Thorpe House is a Limited company with four Directors who are:

- Mrs Rachel Croft
- Mr David Croft
- Mrs Candida Knight
- Mr Thomas Knight

Senior mental health nurses provide guidance and leadership over the 24-hour working period and provide on call guidance so that there is always a senior person to call upon.

Mental health nurses and a registered general nurse along with occupational therapists, nutritionist, support staff, maintenance, domestic and kitchen staff make up the rest of the team. The team is also supported by administrative staff.

Quality Assurance

The home has a policy on quality assurance to ensure the service we are providing is meeting the expected outcomes for our service users. This quality assurance system has been intensified over the last 12 months and this will continue to be monitored and reviewed. As part of the quality assurance process there is an annual staff satisfaction survey, a 6 monthly service user satisfaction survey, an annual relatives/friend's satisfaction survey and an annual professional satisfaction survey. This feedback helps us to identify where we are performing well and where we could improve and is used to drive improvement. The other part of our quality assurance is audits which are used to create action plans.

Service user meetings are held every two weeks and views are sought on operations within the home and service users can raise issues or concerns. A suggestions box is located in the entrance hallway and slips for service users, families, friends and staff to use.

Fire Procedures

Thorpe House complies with Fire regulations and as part of this has an annual fire risk assessment carried out by a competent person which generates an action plan if there are any identified issues. The unit is fitted with a fire alarm system which includes detection methods,

firefighting equipment and emergency lighting and escape routes. There is a robust system of checking that alarms are in good working order and that fire doors close when the alarm sounds. There is regular staff training on fire and staff participate in drills where different fire scenarios are anticipated. The unit has Personal emergency evacuation plans for all service users.

Complaints Procedure

We aim to provide the best quality care but on occasions we recognise that a service user or relative may wish to bring to our attention a concern or even make a complaint.

All service users, staff, relatives and friends are encouraged to raise any concerns or complaints they may have. We hope that any concerns can be addressed by the senior staff on duty and any issue can be resolved quickly via discussion. If this is not the case then an opportunity to meet with the Registered Manager or the Head of Service and Development will be offered at the earliest convenience. The Registered Manager or Thorpe House may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings
- any action we have taken
- our proposals to resolve your complaint.

Further details on how to make a complaint, can be found in our procedural document on our website, individuals can contact the Ombudsman Tel: 0300 0610614 Website: www.lgo.org.uk