

Statement of Purpose

Joseph Rowntree Housing Trust



This document will be reviewed and updated when changes are made to our services.

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About us

Joseph Rowntree Housing Trust (JRHT)

Registered Address for Joseph Rowntree Housing Trust is: The Homestead, 40 Water End, York. YO30 6WP.

The Care Directorate is based in New Earswick in York:

Joseph Rowntree Housing Trust (JRHT)
The Oaks
Hartrigg Oaks
Lucombe Way
New Earswick
York
North Yorkshire
YO32 4DS

01904 750700

Legal Status: Community Benefit Society

The named responsible person is Chris Simpson who can be contacted at the above address or telephone number or by email at chris.simpson@jrht.org.uk

Our Care Quality Commission (CQC) registered Service Provider ID number is: 1-7920167868

Joseph Rowntree Housing Trust (JRHT) is a non-profit making organisation which is a Registered Housing Association.

JRHT is a care provider in York and north-east England. It is working with the Joseph Rowntree Foundation (JRF) to inspire social change.

Our care services cater for people with a range of care needs, including people requiring nursing and personal care.

We offer a range of properties including residential care rooms, flats, houses, and bungalows suitable for single people and couples. This includes care homes and retirement living schemes, with some providing extra care services.

The CQC is an independent body that regulates, inspects, and reviews all adult health and social care services in the public, private and voluntary sectors in England.

Our CQC reports and ratings will be made available within the home or can be found via CQC website www.cqc.org.uk/provider/1-7920167868 and our website www.jrht.org.uk/about-us/corporate-information

Philosophy of care

Joseph Rowntree Housing Trust (JRHT) is an organisation committed to delivering the highest standard of care. Our philosophy is based on our three core values:

- We're built on trust
- We show we care
- We make a difference

Our relationships with residents are built on trust and integrity. We pride ourselves in placing residents, their families and representatives at the centre of everything we do and every decision we collectively make.

Aims and Objectives

The aim of our services is to work with residents to provide high-quality care and support which enables them to live as independently as possible, with dignity, privacy and respect.

We will:

- Provide a tailored programme of care and support which reflects residents needs and requirements.
- Provide a safe environment where residents and staff are protected from harm and abuse. Operate a zero-tolerance approach to abuse and avoidable harm. In the unlikely event of safeguarding being breached, we will work with the relevant organisations to carry out rigorous investigations.
- Ensure our staff have the skills, knowledge, and support to deliver a high-quality of care and support which meets residents needs and requirements.
- Provide access to GP's and other specialists such as dieticians, dentists, opticians, speech and language therapists, specialist nurses and psychologists when required.
- Support residents to make their own decisions about their care.
- Consult with residents and welcome feedback on the services we provide
- Support residents in pursuing interests and hobbies and encourage them to engage with the local community.
- Respect residents' confidentiality unless it needs to be shared in order to protect them.

- Make decisions and act on behalf of the resident when necessary and ensure that we act in their best interests.

Services provided

The JRHT provides a comprehensive range of services including:

- Accommodation for residents who require nursing or personal care
- Caring and supporting residents with disabilities, sensory impairments, or dementia
- Caring for residents under 65 years of age
- Caring for residents over 65 years of age
- Diet and nutrition advice
- Exercise and social participation programme
- Home care
- Nursing care
- Personal care (also referred to as domiciliary care)
- Treatment of disease, disorder or injury

Our Regulated Activities

Regulated Activity			
Service	Treatment of disease, disorder or injury	Personal care	Accommodation for persons who require nursing or personal care
Hartfields, Domiciliary Care Agency		✓	
Olive Lodge, Care Home without Nursing		✓	✓
The Oaks, Care Home with Nursing	✓		✓
Hartrigg Oaks Community Care		✓	
Plaxton Court, Domiciliary Care Agency		✓	
New Lodge		✓	✓

Delivery

Staff

We have a team of trained staff located at each of our services. The staff support management to ensure that all residents receive the support that they require to optimise their quality of life.

The level of staffing required will be based on residents' assessed needs and level of dependency and will be regularly reviewed. We will always ensure that the level of staffing meets resident's needs.



All staff are provided with training and guidance in areas appropriate to their job role. Training for all staff usually includes:

- Control of Substances Hazardous to Health (COSHH)
- Equality & Diversity
- GDPR
- Dementia
- Essential Food Hygiene
- First Aid
- Fire Safety
- Health and Safety
- Infection Control
- Mental Capacity Act
- Safe Moving & Handling
- Safeguarding Adults

All staff who administer medication have completed Safe Handling of Medication training and attend regular updates.

Care staff will have as a minimum the Care Certificate and have the opportunity to work towards a Diploma in Care Level 2 and will be supported to gain this qualification.

Senior care staff have a minimum of or working towards NVQ or Diploma in Care Level 3. We recognise the achievements of our staff and support them in developing their careers.

We promote a culture of continuous improvement and actively encourage staff to attend further training and courses which will help equip them with the knowledge and skills required to meet the needs of residents.

Staff are encouraged to maintain their professional skills and personal development through supported work-based training.

All management receive regular supervision and support from the senior management team. Staff are required to keep their knowledge and skills up to date by accessing any relevant courses and training.

In addition, managers are encouraged to join local forums and national conferences to continue the development of good practice.

Leadership and support

We know that effective leadership is critical to operating care services. To ensure that we are delivering quality leadership we will:

- Always endeavour to engage a registered manager who is qualified, competent, and experienced for the task.
- Aim for a management approach which creates an open, positive, and inclusive environment.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures that safeguard residents' interests.
- Offer residents appropriate assistance in the management of their personal finances.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of residents' care.
- Ensure that the health, safety and welfare of residents and staff are promoted and protected.

Complaints and Concerns

JRHT is committed to providing high-quality services and constantly seek ways to improve.

Your comments, concerns or complaints are always welcome, and will be treated seriously. They can be made verbally or in writing. We welcome the opportunity to rectify any issues that you raise wherever possible.

Any issues in the first instance should be discussed with the person in charge of the shift. However, if the complaint is considered to be of a serious nature, it should be addressed to the manager.

You can contact them or make an appointment by contacting the relevant manager (details are found within this document).

For details of our full complaint's procedures with all the relevant contact details please see our procedure displayed within our Care Services.

Our services

Hartfields Domiciliary Care Agency

Hartfields Retirement Village
Bishop Cuthbert
Hartlepool
S26 0US

01429 855070

Registered Manager: Lynne Lee
Email: Lynne.Lee@jrht.org.uk
Telephone: 01429 855076



Hartfields is a retirement village for residents aged 60 plus who want to live in their own home within a socially inclusive community.

The village has 242 units of accommodation comprising of:

- Apartments – with a choice of one or two bedrooms; all apartments are en-suite.
- Cottages – with two bedrooms. Each has a private garden and ground floor en-suite master bedroom.

Properties at Hartfields are spacious and modern. All properties are built to a standard called Lifetime Homes. This means they are fully wheelchair accessible and can easily accommodate aids and adaptations. Each home is fitted with an emergency call system.

Hartfields has an impressive range of communal facilities including:

- activity rooms
- coffee shop
- convenience store
- gym and spa pool
- hairdressers
- library
- restaurant with licensed bar

- Wi-Fi

Care and support services are available 24 hours a day, 7 days a week, as part of a tailored care plan, or as required.

A dedicated care and support team offers a comprehensive range of services including:

- diet and nutrition advice
- exercise and social participation programme
- home care
- personal care

Hartfields is registered with the CQC to provide the following services:

- caring for adults over 65 years of age
- personal care

Olive Lodge

Bedford Court
Broadgate Lane
Horsforth
Leeds
LS18 4SE

0113 2593800

Registered Manager: Jennifer Stobbs
Email: Jennifer.stobbs@jrht.org.uk
Telephone: 01132 593800



Olive Lodge is the registered residential care home within our Bedford Court development. We also offer personal care to the bungalows situated on Phillips Close.

Olive Lodge has 42 rooms which vary in size, all of which are en-suite and have direct access to either a balcony or patio.

Care and support is provided by a dedicated team of on-site care staff. Services are available 24 hours, 7 days a week for residents living in Olive Lodge.

Olive Lodge is registered with the CQC to provide the following services:

- accommodation for residents who require personal care
- caring for adults over 65 years of age
- caring and supporting residents with physical disabilities, sensory impairments or dementia
- personal care

Bedford Court is a purpose-built integrated care community. Our care and support focus on the importance of positive relationships between residents, families and staff.

It includes a choice of accommodation and a level of support for residents who:

- require the full services of a care home
- need a small amount of support to remain in their own home
- wish to plan ahead for the future.

Accommodation at Bedford Court is spacious and modern, with a high-quality finish. It has been designed to the national Lifetime Homes standard. This means that the buildings are flexible to changing needs. They are wheelchair accessible and can easily accommodate aids and adaptations.

Communal facilities at Bedford Court include:

- conservatory
- dining room
- hairdressers
- landscaped gardens.
- Lounge
- Wi-Fi

Activities and events for residents take place on a regular basis.

Hartrigg Oaks

The Oaks
Hartrigg Oaks
Lucombe Way
New Earswick
York
North Yorkshire
YO32 4DY

01904 750700

Registered Manager: Alison Leaf
Email: alison.leaf@jrht.org.uk
Telephone: 01904 752233

Hartrigg Oaks Community Care
Lucombe Way
New Earswick
York
North Yorkshire
YO32 4DY

01904 752213

Registered Manager: Diane Atkinson
Email: Diane.Atkinson@jrht.org.uk
Telephone: 01904 752216



Hartrigg Oaks is a community of around 250 people. It aims to provide a socially stimulating environment. It is a community where residents can maintain their independence and choice. It is based on the Continuing Care Retirement Community Model

The accommodation consists of:

- Bungalows - 152 one and two bedrooms which are generously spread over a 21-acre site. All bungalows have a private garden and an allocated parking space.
- Bedrooms - 43 within The Oaks which provides residential and nursing care

Accommodation is built to a national standard called Lifetime Homes. This means that it is wheelchair accessible throughout. It can easily be fitted with aids and adaptations

Hartrigg Oaks has extensive communal facilities, including:

- arts and crafts room
- coffee shop and restaurant
- guest room
- gym with spa pool
- hairdressers
- IT facilities
- library
- minibus for social trips
- shop
- Wi-Fi

Care and support is available as part of a tailored care plan, or as required. This is provided in the residents' own home by a dedicated community care and support team.

Services include:

- emotional support
- diet and exercise advice
- home care
- personal care
- residential and nursing care (respite or long term at The Oaks)

The Oaks is registered with the CQC to provide the following services:

The Oaks Care Home:

- accommodation for residents who require nursing or personal care
- Treatment of disease, disorder or injury
- caring for adults under 65 years of age
- caring for adults over 65 years of age
- caring and supporting residents with physical disabilities, sensory impairments, or dementia

Hartrigg Oaks Community Care:

- Caring for adults over 65 years of age
- Personal Care

Plaxton Court Domiciliary Care Agency

Plaxton Court
Woodlands Drive
Scarborough
North Yorkshire
YO12 6QT

01723 340290

Registered Manager: Lynn Spoors
Email: Lynn.spoors@jrht.org.uk
Telephone: 01723 340291



Plaxton Court enables people aged 55 plus to live in their own home, within a vibrant and active community. It aims to promote independence and choice, so that each resident can live the life they choose.

The accommodation consists of:

- Apartments – 53 one and two bedroom apartments in a variety of sizes. All are en-suite and access to a balcony or patio.
- Cottages – 16 three bedroom cottages. Each has a private garden and ground-floor master bedroom with en-suite bathroom.

Properties at Plaxton Court are spacious and modern. All properties are fully wheelchair accessible and can easily accommodate aids and adaptations. Each home is also fitted with an emergency call system.

Plaxton Court has an impressive range of communal facilities, including:

- gym
- hairdressers
- multi-purpose room
- restaurant with coffee bar
- shop
- therapy room

Activities and events for residents take place on a regular basis.

Care and support is delivered as part of a personal care plan, or as required.

A dedicated care and support team offers a comprehensive range of services including:

- diet and nutrition advice
- exercise and social participation programmes
- home care
- personal care

Plaxton Court is registered with the CQC to provide the following services:

- caring for adults over 65 years of age
- personal care

New Lodge

This exciting development opened in October 2019 New Lodge is located at:

Rowntree Lodge
New Lodge
Haxby Road
New Earswick
York
YO32 4AA

Registered Manager: Lucy Atkinson
Email: Lucy.Atkinson@jrht.org.uk
Telephone: 01904 296960



New Lodge is a community for people aged 55 and over, situated in the heart of the village of New Earswick in York. At the centre of the development is a care home with 45 care suites built to the highest dementia friendly standards.

In addition, to the residential care home, the development includes 105 one and two bedroom apartments. All residents in apartments can access personal care if needed. Care and support services are available 24 hours a day, 7 days a week, as part of a tailored care plan, or as required.

New Lodge aims to provide a socially stimulating environment. It is a community where residents can maintain their independence and choice.

The accommodation is built to a national standard called Lifetime Homes. This means that it is wheelchair accessible throughout. It can easily be fitted with aids and adaptations.

New Lodge has extensive communal facilities, including:

- coffee shop, restaurant, library and Post Office (located at the nearby Folk Hall)
- guest room
- hairdressers

Care and support is available as part of a personal care plan, or as required. This is provided in residents' own home by a dedicated community care and support team. Services include:

- emotional and practical support

- home care
- personal care
- residential care