



N Notaro Homes Ltd

Statement of Purpose

2019/2020

N. Notaro Homes Ltd
Top Floor Office
25 - 31 Boulevard
Weston-super-Mare
BS23 1NX

Email: enquiry@notarohomes.co.uk

Head Office: 01934 422822



Statement of Purpose

Aims

N. Notaro Homes Ltd aims to provide care to all people to a standard of excellence which embraces fundamental principles of good care practices. Care and support will be provided in safe, clean, relaxed and homely environments in which the person's well-being and comfort are of prime importance. The same standard of excellence will be provided in people's own homes through Notaro Homecare, which includes Live-in-care.

People will be treated with respect and sensitivity for their individual needs and abilities. Staff will be responsive to the individual needs of people and will provide the appropriate degree of care to assure the highest possible quality of life within our care homes and in people's own homes.

We uphold and maintain the following core values;

- ***Dignity***- knowing and understanding your wants and needs and treating every person we meet with respect.
- ***Independence***- supporting and promoting your independence in enabling you to direct your care and maintaining your lifestyle choices.
- ***Choice***- enabling you to make choices relating to your care and lifestyle.
- ***Privacy***- all care and support will be delivered discreetly and in line with your preferences and wishes.
- ***Rights***- we ensure that your rights are maintained and respected at all times.
- ***Fulfilment***- assisting and supporting you as you wish in order to achieve your personal goals in all aspects of your daily life.
- ***Confidentiality***- care and support staff will respect information you give them in confidence and will handle information about you in accordance with the Data Protection Act 1998 and the company's written policies in your best interests.

Philosophy of Care

A person may have a range of needs which may be of a medical or therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional or social. People are encouraged to participate in the development of their individual care/support plans in which the involvement of family and friends may be appropriate and greatly valued.

Our philosophy of care will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, and social interaction with other people. The recognition of the above core values is fundamental to the philosophy of our services. Our values embrace without reservation privacy, dignity, human rights, independence, choice, fulfilment, security, respect, equality and diversity.

All staff employed by N Notaro Homes Ltd will be appropriately trained and have the skills to be able to do the job for which they are employed. They will also be expected to uphold the Company Staff Values being rolled out from January 2020:

- Kindness & Respect
- Working Together
- Open & Honest
- Patience & Understanding
- Compassion
- Positive Attitude

This will ensure we deliver the highest standards of support and care. A continuous staff training programme is in place to ensure that high standards are maintained in line with the latest initiatives focusing on outcomes for people who use our services, in line with the **five core principles and key lines of enquiry (KLOE)**: Is it well led? Is it caring? Is it responsive? Is it safe? And is it effective? under the new CQC Fundamental Standards and Regulations associated, ensuring a person-centred approach.

Objectives

To meet a person's needs N Notaro Homes Ltd will ensure that each location is designed to achieve the following objectives:

- To deliver a service of the highest quality that will improve and sustain a person's overall quality of life. To help achieve this, locations will be monitored to ensure compliance with the five core principles under the Fundamental Standards and bi-monthly by the Quality & Compliance Manager and all systems will be audited monthly by the Home Managers. We will consider the views of those using the services and the views of staff working at each location to enable the manager and provider to make improvements where needed.

- To ensure that the care and support at each location is delivered flexibly, attentively, and in a non-discriminatory fashion. We will respect each person's right to independence, privacy, dignity, fulfilment and the right to make informed choices and take risks.
- To ensure that each person's needs and values are respected in matters of religion, culture, race and ethnic origin, sexuality, sexual orientation, political affiliation, marital status, parenthood and disabilities and impairments.
- To ensure the care and support given at each location is delivered in accordance with agreed contracts of care.
- To have protected meal times within the care home locations, whilst being flexible in considering individual personal preferences
- To involve people using each location in all aspects of the day to day running of the services. To carry out annual surveys and use the results to make changes where required.
- To safeguard people who use our services via robust staff recruitment, selection and personal development programme.
- To manage the locations efficiently and effectively making the best use of resources to maximise value for money for people using the services.
- To ensure people and/or their representatives using our services receive written information on the company's procedure for handling complaints, comments and compliments.
- To arrange regular meetings with key staff at each location to discuss care planning and any other specific issues which relate to outcomes for people using the services.
- To Quality Monitor 10% of all key aspects at each location ten times per year ensuring 100% are audited annually. Audits will be recorded and maintained, and action taken to make improvements where needed.
- To ensure the safety of both people using the services and staff working at the services, we will ensure environments are safe to live and work in. We will ensure that equipment used is safe and compliant with all Health and Safety legislation.

Services Provided

N. Notaro Homes Ltd provides a service for the purpose of carrying on the regulated activities amongst a wide range of people's needs which include Nursing Needs, Dementia, Alcohol Related Brain Damage, Learning Disability, Mental Health Disorder and Autistic Spectrum Disorder and End of Life Care.

Dementia and Dementia Nursing

Our understanding of dementia places the person firmly at the centre of their care. We learn everything we can about the individual and we use this information to devise a care plan tailored to that individual so we can meet their needs. We also seek to involve the person as much as is practicable in the process and development of their care.

We aim to understand the feelings of the person for, as time goes by, they may not be able to communicate their needs to us. We know that during their illness a person may often relate to events from their past, which is why knowing a person's history is a key element of care.

We understand that all behaviour is a form of communication and where a person is unable to communicate with us verbally, we will seek to understand their needs by any means that is effective; and that may include observation, body language, touch, gesture, visuals, audio, music and dance.

We recognise that behaviour which is described as 'challenging behaviour' is only behaviour that challenges us. We try to look behind the behaviour to discover what the person is feeling.

When we talk of activity, we mean activity that is meaningful to the person and may well involve a person in household duties or tasks from a previous occupation.

Alcohol Related Brain Damage (ARBD)

Alcoholism is a harmful illness that has a devastating effect on the physical, mental and emotional disposition of the individual.

Alcohol Related Brain Damage can present with dementia type symptoms and those diagnosed with Wernicke's Korsakoff's syndrome will almost certainly experience confusion, memory loss and apathy. The illness may also be degenerative and although we will work to restore the person back into society, we are aware that the person may also need lifelong residential care.

ARBD will be the person's primary illness that needs to be managed but the individual will almost certainly possess additional physical, mental and emotional traumas which

they may have difficulty in recognising as presenting a threat to life. This is also a younger age group with men, typically, aged between 45 and 55 and the women even younger. Although a person may be confused and 'stuck in time' they may often see themselves as being physically well and ready to live independently. In this situation, their behaviour may be a reaction to the confused world within which they suddenly find themselves and with which they are grappling to make sense.

Our challenge is to ensure that they are equipped to cope with daily life. To this end we have developed a 3-step enablement programme to enable people to work toward living back in the community. This involves re-developing life skills. This will improve self-esteem and give people a goal for the future. The person will be assessed 3 monthly to see where they are and whether they have reached the goals set over the 3-step programme. Fees asked will reflect where people are over the 3-step programme for example we will ask £795 minimum at Step 1 dependent on assessed need.

Our care homes Serenita, Campania and Vane Hill specialise in supporting people living with mental health problems linked to alcohol related brain damage (now ARBD care).

Wernicke's Korsakoff's syndrome.

Korsakoff's, as it is generally known, is caused by a lack of Thiamine (Vitamin B1) which affects the brain and nervous system and is associated with people who consume excessive alcohol. Heavy drinkers tend to have a poor diet and the resultant lack of vitamin B1 can adversely affect the brain. Korsakoff's can also be caused by other disorders involving malnutrition.

The main symptom is short-term memory loss - particularly memory required to retain new information. Sometimes, memories of the more distant past can also be affected.

It is sometimes stated that a diagnosis of Korsakoff's syndrome brings with it an inevitable decline towards senility. Our experience is that persons with Korsakoff's can absorb new information and over time, with abstention from alcohol and with active support, sometimes to see an improvement to a point where they can live and function independently.

Korsakoff's also has other symptoms that can physically affect a person's progress. Amongst these are a staggering stiff-legged walk that impairs balance (ataxia), involuntary, flickering eye movements (nystagmus) and drowsiness and confusion.

We know that people often retain skills they learned before the onset of Korsakoff's and so we concentrate on this area of their ability to enable them to relearn skills and to manage with appropriate support.

Mental Health Disorder's

One in four people in the UK are affected by a mental health condition, which can affect daily life, work, relationships or physical health. Mental health conditions are varied and affect people in different ways. Common illnesses are Schizophrenia, Depression, Bipolar Disorder and conditions that fall within Autistic Spectrum Disorder (ASD).

Prader Willi Syndrome

Prader-Willi syndrome (PWS) is a genetic disorder that occurs in approximately one out of every 15,000 births. PWS affects males and females with equal frequency and affects all races and ethnicities. PWS is recognized as the most common genetic cause of life-threatening childhood obesity.

Schizophrenia

Schizophrenia is a disabling brain disease which affects men and women with equal frequency and is a long-term condition. People with schizophrenia often have symptoms, such as hearing voices, or believing that other people intend to harm them. These symptoms may leave them frightened and withdrawn. Their speech and behaviour can be incomprehensible and may be misunderstood by others.

Depression

Depression affects people in different ways and symptoms vary from person to person. Some people say that it encloses them like a blanket, whilst others feel as if they have no energy and are unable to concentrate. For some it just makes them irritable.

Depression can be inherited, or it could be caused by stress brought on by a personal event such as the breakup of a relationship or the death of a loved one. Those who have a low self-esteem are at a higher risk of becoming depressed. Some people with depression try to harm themselves in the mistaken belief that their feelings will never change.

Obsessive-compulsive disorder

Obsessive-compulsive disorder (often shortened to OCD) is a mental disorder that causes repeated and unwanted thoughts and/or feelings (obsessions) and actions (compulsions).

Bipolar Disorder

Bipolar is a condition of extremes. A person with bipolar disorder may be totally unaware of being in a manic state. When the episode is over, they may be shocked at their behaviour. However, at the time, they may think that others are being negative, or unhelpful.

Some people with bipolar disorder experience more frequent and severe episodes than others. A person with bipolar may experience both hallucinations and delusions

Autistic Spectrum Disorder (ASD)

Autism is a complex developmental disability involving a biological or organic defect in the functioning of the brain. It is a lifelong disability and is sometimes referred to as an autistic spectrum disorder, or ASD. The word 'spectrum' is used because while all people with autism share three main areas of difficulty, their condition will affect them in very different ways. Some can live relatively 'normally' whilst others will require a lifetime of specialist support. One group who have difficulty with using social skills and relating to others are described as having Asperger Syndrome (AS). People with autism may have difficulty with social communication, social interaction and flexibility of thought.

They may have difficulty with both verbal and non-verbal language. Many have a very literal understanding of language and think that people always mean exactly what they say. Some people may not talk or have limited speech. They will usually understand what other people say to them, but prefer to use alternative means of communication, such as sign language or visual symbols.

Others will have good language skills, but they may still find it hard to understand the give-and-take nature of conversations, perhaps repeating what the other person has just said or talking at length about their own interests about which they can take an intense interest. People with autism often have difficulty recognising or understanding other people's emotions and feelings, and expressing their own, which can make it more difficult for them to fit in socially.

They tend to have a love of routine; they may find background sounds, which others ignore, unbearable and they may rock or flap their hands to deal with stress.

Service Provider

The registered Service Provider is **N. Notaro Homes Ltd** which as a company has been running since 1984 with registration number 1782770.

Mr Nunzio Notaro and **Mrs C Notaro** and **Mr Sabato Notaro** are the Directors, Mr Nunzio Notaro being the Managing Director

Caroline Walton is the Quality and Compliance Manager

Leila Sharkey is the Regional Operations Manager

Immacolata Notaro is the Media Marketing Manager

Sabato Notaro is the Company Development Manager (and director)

Dave Marsh is the Finance Manager

Santalo Notaro is the Purchase Manager

Stephanie Fry is the Recruitment Manager

The registered office is:

Queensmead Court,

Bristol Road,

Winscombe,

North Somerset,

BS25 1PR.

Tel no: 01934 422822.

Email: info@notarohomes.co.uk

The provider is registered with the Care Quality Commission (CQC) Provider No 1-101652319 to provide the following Regulated Activities:

- **‘Accommodation for persons who require nursing or personal care**
- **‘Treatment of Disease, disorder or injury’.**

The condition of this registration with CQC is that N Notaro Homes Ltd must ensure that the regulated activities are managed by an individual who is registered as a manager in respect of the activity, as carried on at or from the locations.

The locations and conditions of registration are as follows:

Vane Hill ~ accommodate no more than 32 people who do not require nursing care

Campania ~ accommodate no more than 41 people who do not require nursing care

Clarence Park ~ accommodate no more than 43 people who require nursing care

Cedar Lodge ~ accommodate no more than 57 people who do not require nursing care

Stuart House ~ accommodate no more than 21 people who do not require nursing care

Aspen Court ~ accommodate no more than 42 people who require nursing care

Immacolata ~ accommodate no more than 49 people who require nursing care

The Lodge ~ accommodates no more than 3 people who do not require nursing care

Serenita ~ accommodate no more than 34 people who do not require nursing care

La Fontana ~ accommodates no more than 76 people who require nursing care.

Casa di Lusso ~ accommodates no more than 90 people who require nursing care

Location Managers

The details of the Location Managers are as follows:

Mr Steve Todd – Manager (Registered)

Vane Hill Care Home
15-72 Vane Hill Road
Torquay
TQ1 2BZ
Tel no: 01830 214916
Email: steve@notarohomes.co.uk

Mr Steve Todd is registered to provide the following regulatory activities:

- ❖ Accommodation for persons receiving personal care only

Ali Peppard –Manager (Registered)

Campania Care Home
18-20 Ellenborough Park South
Weston super Mare
North Somerset
BS23 1XN
Tel no: 01934 626233
Email: ali@arbdcare.co.uk

Alison Peppard is registered to provide the following regulatory activities:

- ❖ Accommodation for persons receiving personal care only

Teresa Monk - Manager (Registered).

Clarence Park Care Home
7-9 Clarence Road North
Weston super Mare
North Somerset
BS23 4AT
Tel no: 01934 629374
Email: teresa@notarohomes.co.uk

Teresa Monk is registered to provide the following regulatory activities:

- ❖ Accommodation for persons receiving nursing care
- ❖ Treatment of disease, disorder or injury

Matthew Parrish – Manager (Registered)

Cedar Lodge Care Home

Hope Corner Lane

Taunton

Somerset

TA2 7PB

Tel no: 01823 286158

Email: matthew@notarohomes.co.uk

Matthew Parrish is registered to provide the following regulatory activities:

- ❖ Accommodation for persons receiving personal care only

Debbie Brazier – Manager (registered)

Stuart House Care Home

21-23 Clevedon Road

Weston super Mare

North Somerset

BS23 1DA

Tel no: 01934 429086

Email: debbie@notarohomes.co.uk

Debbie Brazier is registered to provide the following regulatory activities:

- ❖ Accommodation for persons receiving personal care only

Kim Leech ~ Manager (registered)

Aspen Court Care Home

Hope Corner Lane

Taunton

Somerset

TA2 7PB

Tel no: 01823 346000

Email: kim.leech@notarohomes.co.uk

Kim Leech is registered to provide the following regulatory activities:

- ❖ Accommodation for persons receiving nursing care
- ❖ Treatment of disease, disorder or injury

Milan Mores- Manager (Registered)

Serenita Care Home
15-19 Clevedon Road
Weston-Super-Mare
North Somerset
BS23 1DA
Tel no: 01934 620195
Email: milan@arbdcare.co.uk

Milan Mores is registered to provide the following regulatory activities:

- ❖ Accommodation for persons receiving personal care only

Sue Stephens - Manager (Registered)

Immacolata House Care Home
Portway
Langport
Somerset
TA10 0NQ
Tel no: 01458 254200
Email: sue.stephens@notarohomes.co.uk

Sue Stephens is registered to provide the following regulatory activities:

- ❖ Accommodation for persons receiving nursing care
- ❖ Treatment of disease, disorder or injury

Sue Stephens – Manager (Registered)

The Lodge Care Home
Portway
Langport
Somerset
TA10 0NQ
Tel no: 01458 252543
Email: sue.stephens@notarohomes.co.uk

Sue Stephens is registered to provide the following regulatory activities:

- ❖ Accommodation for persons receiving personal care only
- ❖ The registered provider must only accommodate a maximum of three service users at The Lodge

Florin Vranceanu ~ Manager (registered)

La Fontana Care Home

Fold Hill Lane

Martock

TA12 6PQ

Tel: 01935 829900

Email: florin@notarohomes.co.uk

Florin Vranceanu is registered to provide the following regulatory activities:

- ❖ Accommodation for persons receiving nursing care
- ❖ Treatment of disease, disorder or injury

Marlene Pontes ~ Manager (Registered)

Casa di Lusso Care Home

Bower Lane

Bridgwater

Somerset

TA6 4GU

Tel no: 01278 557100

Email: marlene@notarohomes.co.uk

Marlene pontes is registered to provide the following regulatory activities:

- ❖ Accommodation for persons receiving nursing care
- ❖ Treatment of disease, disorder or injury

Locations:

N Notaro Homes Ltd is the registered provider for twelve 'Locations' (Care Services) as follows:

Vanehill Care Home is located on the east side of Torquay overlooking the harbour with spectacular panoramic views out over the town and Torbay. The home is housed in two modernised Victorian properties at the top of Vane Hill Road. Vane Hill provides personal care only for up to 32 adults who are diagnosed with Alcohol Related Brain Damage (ARBD) and who are from the age of 30 years. Vane Hill will also consider people with Mental Health Disorders only if their assessed needs can be met. Vane Hill will assess people under the age of 30 years, and if able to meet their needs will consider people from the age of 25 years. Vane Hill has recently gained a Silver Award in Investors in People since March 2011. Vane Hill offers a 3-step enablement programme.

Serenita Care Home is located on a level location just 150 yards from the beach in Weston-Super-Mare. Clevedon Road runs east from the Beach Road opposite the Tropicana building. Serenita provides personal care only for up to 34 people who are diagnosed with Alcohol Related Brain Damage (ARBD) from the age of 40 years. Serenita will consider people with Mental Health Disorders and people under the age of 40 years only if their individual assessed needs can be met. Serenita offers a 3-step enablement programme. Serenita also offers an 'enablement' programme in conjunction with North Somerset County Council. People can stay following an illness and hospitalisation and be assisted back to good health with help from staff, occupational therapy and physiotherapy, if applicable, to enable them to return home.

Stuart House Care Home is also located in Weston-Super-Mare and is next door to Serenita Care Home on Clevedon Road. Stuart House provides personal care only for up to 21 people with Dementia and a Dementia (Korsakoff's) associated to Alcohol Related Brain Damage (ARBD). Stuart House will consider people under the age of 50 years if their individual assessed needs can be met. As long as assessed as not requiring 24-hour nursing care Stuart House also offers an 'enablement' programme in conjunction with North Somerset County Council. People can stay following an illness and hospitalisation and be assisted back to good health with help from staff, occupational therapy and physiotherapy, if applicable, to enable them to return home. Stuart House has worked with 'Dementia Care Matters' with an aim to have 'Butterfly' status which is relevant under North Somerset Council's instructions which forms part of the implementation of the National Dementia Strategy in North Somerset. Visit North Somerset Councils website for more information: www.n-somerset.gov.uk

Campania Care Home is located on a level location opposite Ellenborough Park just two hundred yards from the beach at Weston super Mare. Ellenborough Park South runs east from the Beach Road opposite the Sea Life Centre. Campana provides personal care only for up to 41 people who are diagnosed with Alcohol Related Brain Damage (ARBD) from the age of 40 years. Campana will also consider people with Mental Health Disorders and people under the age of 40 years only if their individual assessed needs can be met. Campana offers the 3-step enablement programme. Campana also offers an 'enablement' programme in conjunction with North Somerset County Council. People can stay following an illness and hospitalisation and be assisted back to good health with help from staff, occupational therapy and physiotherapy, if applicable, to enable them to return home.

Clarence Park Care Home is located on the northern side of the popular Clarence Park in Weston-Super-Mare and is just 100 yards from Beach Road at the southern end of the beach lawns. Clarence Park provides personal and nursing care for up to 43 people who have a range of clinical, physical and mental health needs including dementia and alcohol related brain damage if their nursing needs outweigh their mental health needs. Clarence Park will consider people under the age of 45 years if their individual assessed needs can be met. Clarence Park is registered for treatment of disease, disorder or injury for up to 43 people. Clarence Park also offers an 'enablement' programme in conjunction with North Somerset County Council. People can stay following an illness and hospitalisation and be assisted back to good health with help from staff, occupational therapy and physiotherapy, if applicable, to enable them to return home.

Cedar Lodge Care Home is situated opposite parkland on Hope Corner Lane in the northern outskirts of Taunton, an ancient market town at the heart of Somerset. Cedar Lodge provides personal care only for up to 42 people with Dementia and 15 Younger Adults in The Limes unit with mental health problems. Cedar Lodge will consider people aged from 50 years with Dementia if their individual needs can be met. In The Limes unit adults from the age of 25 years and younger are considered if their assessed needs can be met.

Aspen Court Care Home is a purpose-built home located within the same grounds as Cedar Lodge Care Home. Aspen Court provides nursing care for up to 42 people who are diagnosed with Dementia. Aspen Court is registered for treatment of disease, disorder or injury for up to 42 people. Aspen Court will consider people under the age of 50 years if their individual assessed needs can be met.

'Immacolata' House Care Home is located on Portway, the main road on the southern outskirts of Langport, an ancient town situated between Taunton Glastonbury and Yeovil. Langport is partly situated on a hill overlooking the Somerset levels. Immacolata provides nursing care for up to 49 people with dementia, mental health and or general, clinical and physical needs. Immacolata House is registered for treatment of disease, disorder or injury for up to 49 people. Immacolata will consider people under the age of 50 years if their individual assessed needs can be met.

The Lodge Care Home is a three-bed care home which opened in May 2010 and has been extended in October 2016. The Lodge is situated in Langport and is located in its own grounds near Immacolata House. The Lodge is a specialised home and provides personal care for up to three people from the age of 25 or younger, if their assessed needs can be met, with either/or Autism Spectrum Disorder (ASD), Mental Health issues or Prader Willi syndrome.

La Fontana Care Home is located in Martock. Martock is a large village and a parish on the edge of the Somerset Levels, close to the Blackdown Hills, the Mendips and the Quantocks. The River Parret Trail long distant path passes through Martock and proceeds through the village on its way to join the West Somerset Coast Path. Martock has good communication links via the A303 trunk road. The nearest populated areas include Yeovil to the east and South Petherton to the west. La Fontana provides nursing care for up to 76 people who are diagnosed with Dementia, with or without learning difficulties who need nursing care and are over the age of 35 years. La Fontana is registered for treatment of disease, disorder or injury for up to 76 people. La Fontana will consider people under the age of 35 years if their individual assessed needs can be met.

Casa di Lusso is located in the market town of Bridgwater, Somerset off Bower Lane. The town lies along both sides of the River Parrett and has been a major port and trading centre and maintains a large industrial base. Areas of natural beauty border Bridgwater and views of the Quantock Hills, the Somerset Levels and the Mendips can be seen from many of the rooms upstairs. Casa di Lusso has 88 ensuite bedrooms and rooms large enough to be shared so we will be registered for 90 beds. There are 12 suites on the top floor all with ensuite showers which could be used for sharing couples or specialist one to one care or more independent living. Communal bathrooms are found on the ground and first floors for people who choose to bath rather than shower. The home will primarily be for adults from the age of 45 or younger (if we can meet their assessed needs) who require nursing care, have a Dementia related illness e.g. Vascular dementia, Alzheimer's, Lewy Body, or Korsakoffs. We will also consider people with a secondary Mental Health illness or Learning Disability if their dementia and nursing needs outweigh their mental health or learning disability needs. The home has 2 six bed units which could be used primarily for end of life care

with specialist Nurses and a care team. We have a cinema, American diner and hairdressers on the first floor. The grounds are landscaped, secure and can be used for garden activities. Families and children are welcome and there is a play area for children when they visit.