

Evergreen Healthcare 2004 LTD



Statement of Purpose

Evergreen Healthcare 2004 LTD
Trading as “*The Hollies Residential Home*”

**Address: 86-90 Darnley Road
Gravesend
Kent
DA110SE**

**Telephone number: 01474568998
Email: info@evergreenhc.co.uk
Website: www.theholliesgravesend.co.uk**

**Owners:
Mr Peter Rogers & Mrs Helen Rogers**

**Registered Manager:
Mr Howell Lasco**

About Us

Peter Rogers – Owner

Peter has owned The Hollies for over 30 years, previously working in the National Health Service, gaining qualifications in General Nursing, Psychiatric Nursing, and Management. He left the NHS to become director of nursing for a PLC company based in Brighton before leaving to open his first care home in Dartford in 1986 with Helen Rogers. The Hollies was purchased in 1988, and Peter has grown it successfully from 8 bedrooms to its current level of 39 beds.

Helen Rogers – Owner

Like Peter, Helen trained in the National Health Service, qualifying as an enrolled nurse in 1985. She briefly had a spell in the Royal Air Force before moving to Brighton and taking up a post as a district nurse. On the purchase of their first care home in Dartford with Peter, she moved and was instrumental in helping to set up the home and organising all levels of care. During her time helping Peter develop The Hollies, she has also raised two sons.

Lauren Freeman – Business Manager

Lauren has worked at The Hollies since 2013; she brings a degree in payroll and business management along with several accounting qualifications. Lauren works alongside Peter and Helen to ensure the business meets all its legal requirements regarding finance and the business function as it continues to grow and succeed. She is HR support to all staff and an admin contact to all our visitors and relatives.

Howell Lasco – Registered Manager

A trained physiotherapist and experienced registered manager, Howell brings to The Hollie's a wealth of experience. He is always there to answer any queries or concerns you may have and is a hands-on registered manager, always there to assist the staff when needed.

Joanna Bennett – Deputy Manager

Jo has an extensive background in healthcare and safeguarding. She supports Howell and manages the service in his absence. Jo is a dedicated deputy manager and always on hand to be a team member as well as part of the senior management.

Our Senior Team

We have two care coordinators who, between them, have over 30 years of experience at The Hollies, and with their knowledge, they lead a team of seniors and carers who have been selected to work at The Hollies based on their experience and knowledge. They are given extensive training to ensure that they are fully compliant with all practices and very able to support Howell & Jo in ensuring an extremely high standard of care is always delivered to our clients.

We pride ourselves on recruiting passionate and dedicated staff and strive to help them achieve their potential, giving them job satisfaction and ensuring our clients are well looked after. We understand that the best care is achieved by a continuous commitment to our staff and therefore offer a wide variety of training to ensure they are always developing new skills and keeping up to date with mandatory training requirements.

All new staff are supported through our induction programme, which is completed in a twelve-week period. All staff will be trained and hold the relevant experience or qualifications needed for their position.

All our staff have the opportunity for further qualifications such as NVQs, whether they are carers, domestics, catering or maintenance. All staff, regardless of position, complete mandatory training covering Fire, Health & Safety, and Manual Handling. Control of infection, First Aid, and other specialist subjects such as Dementia Awareness, End of Life care, and many more.

We strive to maintain a happy working environment, and staff are aware that they can always come to any member of the senior management team with any concerns, work-related or personal. We are proud that we do not use agency staff and have a low staff turnover, giving our residents consistency of care.

The Hollies Residential Home

Our home is conveniently situated ½ a mile from Gravesend Town Centre and all its excellent transport links, such as a mainline train station and a fast-track bus route, and is very closely situated to the A2/M2 and Bluewater Shopping Centre. Our expansive, well-maintained gardens contain seasonal flower beds, an allotment, bird-watching areas, and many seating areas which we use in good weather for entertaining.

We are registered for 39 residents over two floors, with 36 of our 39 bedrooms being ensembles and all single occupancy. Registration is for accommodation for persons who require nursing or personal care, caring for adults over 65 yrs, caring for adults under 65 yrs, and residents with a diagnosis of any form of Dementia and Mental Health Condition.

Our communal areas include two large lounges, two conservatories, quiet areas, a coffee shop, and a fully equipped on-site hairdresser.



Our Aim

We aim to provide a pleasant, safe and secure home for our service users in a homely, relaxed environment for people who have reached a stage in their lives when they feel they need help, support, and most importantly companionship.

Our main goals are:

- To provide a home life within the restraints of our registration, which is accommodation for persons who require nursing or personal care, caring for adults over 65 years, caring for adults under 65 years, residents with a diagnosis of any form of Dementia and Mental Health Condition.

- To provide individual requirements, always ensuring that independence, privacy, and dignity are respected and always promoted
- To provide help with personal care 24 hours a day by competent, trained, and dedicated staff
- Assist, support, and promote service users' own capacity for self-care
- To maintain oral and personal hygiene in consultation with other professionals as required
- To offer specialist medical and therapeutic services and care from hospitals and community health services according to needs.
- The right of the resident to be left alone and undisturbed whenever they wish
- The right to take calculated risks, to make their own decisions and to act for themselves
- The right of choice, to select for themselves from all options that are appropriate to them
- To realise their own aims and objectives in helping them achieve goals in all respects of daily living
- To offer regular meetings to ensure all voices are always heard

Social Activities

Service users can enjoy a wide variety of social activities within the home such as quizzes, bingo, card games, arts and crafts, baking, puzzles, exercise classes, and much more in-house entertainment. Religious activities are also conducted both within the home and outside. Other services include, but are not limited to, newspapers delivered to order, physiotherapy, and chiropody. We regularly host professional acts including singers, musicians, animal therapists, and

much more. We are always on the lookout for new and exciting ideas and celebrate all we can – Easter, Halloween, Fireworks, and especially Christmas where we have a month-long schedule of events.

Dining at The Hollies

We offer home-cooked nutritious meals; residents are always offered a choice, and all dietary needs are catered for. We change our menus seasonally and have regular themed meals such as Spanish, Scottish, and much more. We arrange a monthly takeaway night where residents enjoy a takeaway from a local restaurant in the coffee shop as a social event.

Friends and family are always encouraged to join us for meals and special events.

Visitors

Family and friends are encouraged to visit regularly and maintain contact by many means, including letters, postcards, emails, FaceTime, and telephone, when visiting in person is not possible.

Visitors are welcome at all reasonable times; all we ask is to let the person in charge know of their arrival and departure by means of a visitors' book for fire safety reasons. Service users have the right to refuse visitors, and their rights will be respected and upheld by staff. In the event of an outbreak of infectious diseases or illnesses, restrictions on visiting may be in place until the appropriate authorities give the all-clear. The home has the right to ask visitors to wear face masks when required.

Bereavement

In the unfortunate event of bereavement, the family can expect every support and consideration from all staff. Whereas the next of kin usually makes funeral arrangements, the staff can be relied upon to assist and explain what is required. In

the event there is no next of kin, the registered manager will ensure that the necessary arrangements are made. For these reasons, it is important that, on admission, a new service user's wishes and any advance care decisions and power of attorney documents are recorded.

Care Planning

To enable us to identify your needs a personal care plan will be put together for you. This will help with your continuing care, and you will be assigned a key worker who will help you with all your care requirements. The care plan will be reviewed regularly to ensure we are continuing to meet your needs. Service users and next of kin are encouraged to be a part of care planning.

Admission to The Hollies

Potential residents are encouraged to come and view the home and all that we have to offer, and after a full assessment of needs is completed by our registered manager, the resident will be admitted into the home. Residents are encouraged to bring in personal items and belongings to feel at home and staff will be on hand to help residents settle in.

Fees

The home will quote an inclusive charge covering accommodation, food, care, heating, facilities, and some outings. Fees are required in advance by the first of each month. Charges are reviewed annually on 1st April considering inflation and national pay increases. In some circumstances, if a resident's level of care has become increasingly higher, fees may be

reviewed more frequently, however this will be done with the next of kin and registered manager in advance. We can offer support and guidance regarding local authority financing.

Termination of residency

The Hollies is registered as a residential care home with the CQC and is limited to providing what is called personal care. Therefore, we cannot provide technical nursing; however, we aim to provide a home for life if our registration criteria are being achieved. In the event of a service user's health deteriorating to the extent that the care the home provides is no longer suitable, an in-depth assessment will be made by all professionals concerned, i.e., the Registered Manager, the GP, etc., before any decisions are made. If for any reason we are unable to offer suitable care due to the service user's change in health, we are obliged, under our registration, to give the service user one month's notice.

No notice will be actioned without full consultation with the service users, relatives, or representatives, and support will be given in finding alternative accommodation. In the event of death, payment will be required until items are removed from the room. A refund will be given if an overpayment has been made.

Complaints

We undertake regular communication with all our relatives and will undertake annual quality assurance with all concerned. Service users are welcome to always approach the manager on any matter. Should they feel dissatisfied with the conclusion offered, they are welcome to refer the issue to the director/owners. All service users have the right to approach the Care Quality Commission.

Contacting the Care Quality Commission:

City Gate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

03000 616161

Why Chose us?

At The Hollies we provide emergency support and skilled care in a comfortable, homely surrounding. We have created a happy and lively family atmosphere for the elderly who are no longer able to live in their own homes. Some of our philosophy focuses on the comfort of our residents. We also cater for respite and permanent placement residents who need residential, nursing/End of Life and Dementia care. In which the individual's comfort can only be achieved with patience, empathy, and support. Our Carers are encouraged to present a gentle, subtle approach, nobody has been discouraged from spending time talking to residents.

Dignity and independence are everyone's right