



Queen's House

Aims and Objectives

Organisation

QME Care. (the Organisation) is a registered charity limited by guarantee, which was originally established in 1954 with one residential care home. The charity's overall vision is *'to be a centre of excellence in the delivery of quality care and support and to be the provider and the employer of choice in the Scottish Borders.'*

Our mission is *'to provide an approach to care and support that encourages and supports the person to be the director of their own care, within an environment that is comfortable, safe, homely and happy.'*

Governance and strategic direction is provided through the board of Trustees. The organisation is operationally led by the Chief Executive and the Senior Management Team.

In 2001 a new building was developed to replace the old Queen's House and the organisation increased from provide 20 residential care beds to 32 care home beds with nursing.

In the last three years the Organisation has developed further to provide the following services:

- Murray House - a care home to support people who are living with dementia.
- Evanthea House – a nine bed care home due to open mid-2019.
- Place and Space – a resource centre to support people who have been diagnosed with dementia who are living in the community.
- Community Café - a place for the community to visit and relax.
- Training Centre
- Approval to deliver Scottish Vocational Training in Social Services and Health Care

Statement of Purpose

Queen's House

Queen's House is situated in the town of Kelso in the Scottish Borders, approximately half a mile from the town centre. Queen's House is a purpose built, one story building with 32 rooms to provide accommodation for older people. The facilities include:

- Each single room has full en-suite facilities, some of the rooms have patio doors and a small private garden
- A large lounge, dining room with kitchen
- A quiet lounge for which is called the library.
- An activity room
- Gardens and walkways

Management and Staffing

Queen's House provides 24-hour nursing support with registered nurses throughout the day for Queen's House and overnight nursing support is shared with Murray House.

The Registered Care Manager is the registered manager for Queen's House and Murray House and is based on site in between the two care homes. Day to day operational management of Queen's House is delegated to the Assistant Care Managers, and the nursing team.

The service is supported by a team of staff led by the strategic oversight of the Chief Executive.

The Care Team that supports Queen's House is led by the Assistant Care Managers with a team of Registered Nurses, Senior Health Care Support Workers, and Healthcare Support Workers. Staffing during the day is based on a 1:5 ratio staff to resident, depending on needs and excludes the Activities Assistant. Staffing is reviewed according to the dependency and needs of the residents and will be adjusted as required.

The Senior Management Team includes our Chief Executive, Business Manager, Finance Manager, and Registered Care Manager, with the support of our Assistant Care Managers.

Service Aim

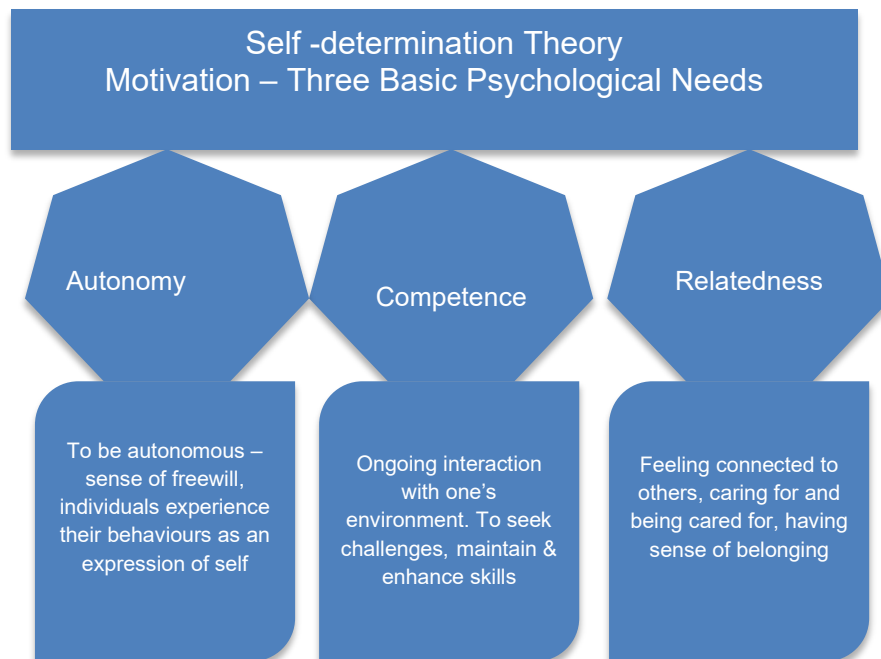
We aim to provide care and support to residents, in a way that encourages and supports the person to be the director of their care within an environment that is comfortable, safe, homely and happy.

Objectives

- To follow a real person-centred approach to care and support we promote rights-based approach by upholding the three basic psychological needs identified through Self-determination Theory, which are, autonomy, competence and relatedness (Deci and Ryan, 1985,2000).
- To provide social environments that support the three basic-psychological needs
- The environments of our care and support facilities, such as Murray House need to be supported through design and culture.

Self Determination Theory (SDT) is a well-documented and evidenced theory of motivation and well-being developed by Edward L Deci and Richard M. Ryan (1985, 2000). SDT has identified that human beings have an innate need for autonomy, competence and relatedness, which are referred to as three basic psychological needs. Where these needs are upheld and supported a person will experience motivation and well-being (Deci and Ryan, 2000); however, where these three needs are thwarted a person will experience ill-being and demotivation. It is important that the three needs are met, with autonomy being the central need. Research has evidenced that where the three needs are satisfied there is a positive increase in health and wellness (Ryan, 2009; Douglas, 2017), therefore there is an increase in motivation and mental health. Ryan and Deci (2011) suggested that controlling environments, whether these are related to economic, familial or institutional, will have a detrimental impact on a person's well-being and happiness, because such environments impact on autonomy.

Self -determination Theory (source Deci and Ryan, 2002)



The next section provides information on how we meet the care standards to meeting our aims and objectives.

Standard 1

I experience high quality care and support

- We provide care and support that is tailored to the needs of the individual through outcome focused assessments, which ensures that your wants and wishes are identified
- Your needs and outcomes will be supported through your care and support plan which will be devised with your input and your significant others. This will be reviewed every six months or more frequently if required.
- Care is provided that will support your rights and ensure your psychological needs are supported – autonomy, competence and relatedness.
- We provide care on a ratio of one member of staff to 4.6 residents, using a team approach. This model ensures that you will have a support team who understands your needs, wants and wishes.
- Your care and support is provided in an environment that meets your needs through design and décor.
- Staff are well trained and developed to support you to meet your needs.
- All our health care support workers will have or will be working towards their SVQ level three in Social Services and Health Care (or equivalent). When working towards this, this will be achieved within 12 months of commencement.
- All staff will receive training support them in the delivery of high-quality care for older people. Staff will also be trained to support people living with dementia.

Standard 2

I am fully involved in all decisions about my care and support

- We ensure that all our residents and their significant others are involved in their care and support planning, through outcome based and assessment and review, from admission and throughout their stay at Queen's House.
- Care and support plans identify that people (residents) are encouraged to make their own decisions and choose how they manage their day and the support they receive.
- Staff are trained to ensure they are able to communicate with people using different methods of communication. Staff understand non-verbal communication, such as facial expression, different behaviours, signs of stress or distress and act on these appropriately.
- Areas of interests and activities are identified with each person and their significant others through the care team and the Activities Organiser.

Standard 3

I have confidence in the people who support and care for me

- We have a robust recruitment process – all jobs are advertised through Indeed and selected for interview following screening.
- Any specialist posts are recruited via agencies who are able to ensure a wide selection of appropriate candidates are sourced.
- All staff are interviewed by a minimum panel of two staff, three is preferred.
- All candidates are required to answer series of questions that provide insight into who they are as a person, their values, their experience, how they provide care and support, their understanding of Adult Support & Protection and how they work as a team. Following a panel interview staff are shown around the facilities and introduced to residents, observed for interaction.
- Safe recruitment is through appropriate identification, two references and PVG

Standard 4

I have confidence in the organisation providing my care and support

- We have a robust management structure with a leadership model that promotes collaboration and support the basic psychological needs of staff
- Total quality management systems are utilised to develop the service through:
 - Community meetings - monthly – with residents, chaired by the Activities Organiser, enabling residents to have their say
 - Participation strategy
 - Relative's meeting – bi-monthly
 - Staff meetings – bi-monthly
 - Action trackers are developed to monitor progress of issues or developments agreed or required
 - Weekly environmental audits with housekeeping and maintenance
 - Medication audit internal – monthly, external 6 monthly
 - Care plan audit quarterly

- Complaints policy
- Staffing reviews based on dependency, feedback and observation
- Supplier audit and compliance – to be introduced – within the next 3 months
- Training and development
 - All staff receive on line training for mandatory training
 - Monthly training programme - interactive training
 - SVQ – standard – aim for SVQ level 3 Social Services and Health Care (SCQF Level 7)
 - Bi-monthly coaching and supervision
 - Peer support meetings
 - Annual appraisal
- Working towards Investors in People (IIP)

Standard 5

I experience a high-quality environment if the organisation provides the premises

- All areas of the home are maintained to ensure they are well presented, clean and good decorative order
- Each person has their own room with their own bathroom.
- People are encouraged to bring in their own furniture, pictures and other personalised items.
- Each person has access from their room to their own garden, which they are able to plant their own flowers and plants, tender themselves.
- The garden is well maintained.
- There are walkways to enable people to walk around the gardens with areas of interest.
- There are lounges and a dining room for people to use throughout the day.
- The home has a maintenance plan and weekly audits are undertaken.

The table below provides information on how the three the basic psychological, autonomy, competence and relatedness supports the five outcome statements contained within the Health and Social Care Standards.

Standard	Autonomy	Competence	Relatedness	= Well-being
5 principles <ul style="list-style-type: none"> • Dignity & respect • Compassion • Be included • Responsive care & support • Wellbeing 	A sense of freewill, individuals experience their behaviours as an expression of self	On-going interaction with ³ one's environment. To seek challenges, maintain & enhance skills	Feeling connected to others, caring for and being cared for, having a sense of belonging	Well-being & motivation
	Examples in the care setting	Examples in the care setting	Examples in the care setting	
	The person is supported to be the director of their care & support	Support is provided in a way that is enabling and encouraging. The person is assisted to support themselves where they are able to retain skills. The person is provided with opportunities to learn new skills & take part in activities which challenge them.	The person forms relationships with the support team. The person is encouraging to maintain relationships with form new relationships. The person feels connected to the people that are assisting with their support. Different methods of communication are utilised to ensure the person is supported build relationships & communication their needs, wants & wishes.	Well-being

	Autonomy	Competence	Relatedness	
I experience high quality care and support that is right for me	Principles: Dignity & respect Be included Responsive care & support	Principles: Compassion	Principles: Compassion Be included	Well-being
I am fully involved in all decisions about my care and support	Principles: Dignity & respect Compassion Be included Responsive care & support	Principles: Be included	Principles: Compassion Be included Responsive care & support	Well-being
I have confidence in the people who support and care for me	Principles: Dignity & respect Be included Responsive care & support	Principles: Compassion Be included	Principles: Dignity & respect Compassion Be included Responsive care & support	Well-being
I have confidence in the organisation providing my care and support	Principles: Dignity & respect Compassion Be included Responsive care & support	Principles: Be included Responsive care & support	Principles: Dignity & respect Compassion Be included Responsive care & support	Well-being
I experience a high-quality environment if the organisation provides the premises	Principles: Dignity & respect Compassion	Principles: Responsive care & support	Principles: Be included	Well-being

