

POLICY ON LEADERSHIP & MANAGEMENT

FULFORD NURSING HOME

Policy Statement

Fulford Nursing Home believes in providing the highest-quality service possible for all of its service users.

It creates a relaxed, welcoming and comfortable atmosphere in the home where residents are treated with respect, dignity and compassion by a well-trained, highly-motivated and professionally-led staff group aware of its legal, ethical and moral duties.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning this home's approach to its business ethos or philosophy.

Our Management Ethos

Fulford Nursing Home believes that its managers should play a crucial leadership role in the home and that the approach taken by managers, in particular their leadership style is likely to have a great bearing on the performance of staff and, ultimately, the quality of care.

The home expects that all managers of this home should:

- a. lead by example and uphold the highest standards of the home at all times
- b. always strive to promote and safeguard the wellbeing and interest of its service users
- c. ensure that all confidential information gained in the course of work is not divulged to third parties
- d. ensure that their management approach creates an open, positive and approachable atmosphere where staff and service users feel that they have a say in how things are done and feel that they contribute to the running of the home
- e. communicate a clear sense of direction and leadership to staff which reflects the aims and purpose of the home
- f. manage and run the home in an open, transparent way
- g. encourage innovation, creativity and staff development
- h. be committed to equal opportunities in the home
- i. take every reasonable opportunity to maintain and improve their professional knowledge and competence
- j. openly acknowledge both the physical and care limitations of the home, particularly in relation to the number of staff employed, their competence and skills
- k. take all reasonable steps to ensure that staff employed have no previous history of work inconsistent with a caring profession
- l. ensure that adequate, suitably-trained staff are on duty in the home at all times

- m. ensure that staff have the opportunity to maintain and improve their skills, knowledge and competence
- n. practise maximum integrity in all financial transactions at all times
- o. avoid any abuse of the privileged relationship which exists between themselves, staff and residents, especially concerning the residents' property and finances
- p. always manage the home in such a way as to be consistent with the general style and ethos of the home.

Managers should always support the philosophy of care at the home in the following ways.

1. The home should present a relaxed, welcoming and comfortable atmosphere.
2. The privacy and dignity of residents is to be respected at all times.
3. Residents should always be treated with respect.
4. Individual residents should always be treated as a "whole person" and with unique needs, wants, skills and experiences.
5. Residents should be able to exercise real choice.
6. The home is run for the benefit of its residents and not for the benefit of its staff.
7. Interaction with residents should always be at an adult level and never patronising or belittling.
8. The views and opinions of residents are all-important in the day-to-day running of the home which is best seen as a partnership between the staff and the residents.
9. Residents should be treated in such a way as to maximise their independence for as long as is possible.

Training

The registered person and management team of the home believe that to provide a quality service, the home requires high-quality staff who are suitably trained, supervised and supported.

All new care staff receives a comprehensive induction training based on the home's principles and values. They must achieve the 2010 Common Induction Standards within the first 12 weeks of taking up their appointment.

Each member of staff has a regular supervision and appraisal in which their training needs are identified and a plan made as to how such needs can be met.