

CIC's Kemp Lodge gets top national award for care

Every home should have one

Residents and staff at Kemp Lodge in Merseyside didn't need an award to tell them that their home is tops – but they're still thrilled to get one!

KEMP LODGE



CIC's Kemp Lodge in Waterloo, Crosby was awarded 4 stars in the RDB 5 Star Rating accreditation. The governments Residential and Domicillary Benchmarking award reported that Kemp Lodge reflects an "excellent standard of care". The report was compiled following interviews with residents, staff and management as well as record and documentation audits.

The audit looked at the running of the home, the knowledge and attitudes of the carer and the personal experiences of the residents who live at Kemp Lodge.

Home manager Mary Birtles (right) with Activities organiser Barbara Wright (left)

Snippets from the Care quality auditors report for Kemp Lodge

Individual Care - Resident Focused Services

The manager and whole staff team strive to achieve resident care and services which are tailored to meet individually identified resident preferences and requirements. These processes support optimum health and quality of life for residents on a day-to-day basis.

Additional needs care - Specialist Nursing Practitioners

The Home has established a team of specialist nurses who have been appropriately trained to be in-house specialists in the major areas of resident health. This ensures that nursing care and care practices follow research and best practice in the fields.

Lifestyle care - Individualised Activity Programme

The social and recreational facilities in the home are designed to satisfy the needs of the residents in an individualized way. The working practices in the home help to ensure that staff have an in-depth understanding of the individual uniqueness of all residents, their pastime preferences and social interaction needs.

Care Provision - Effective Management and Leadership

The home is managed by an experienced and knowledgeable senior management team who work collaboratively to maintain and develop Best Practise in the home's services for residents, informal carers and staff.

"It's the best fun I've had since I retired"



Baking day at Kemp Lodge

Mary Birtles has been the home manager at Kemp Lodge since it opened in 1990. She had worked as a nurse on long stay wards at nearby Aintree Hospital and was inspired by the CIC's approach to care in the community. When CIC began consultations with residents and staff to construct a home built around residents individual needs, Mary jumped at the chance to get involved.

PERSON CENTRED APPROACH

Impressed by CIC's person-centred approach Mary took an active role in helping prepare people to leave the institutionalized situation.

"The hospital cared for the body, but neglected patients individual needs. CIC's motto was about "giving people a life not an existence" - providing a quality of life that the hospitals could not."

WARM WELCOME

Mary was there to welcome the very first individuals into Kemp Lodge. She and her staff believed that dignity was paramount. "We ensured that everyone had their own clothing and underwear. In the hospital everyone had to share and it was a case of first up best dressed. Some would sit all day in their

wheelchair with just the top half dressed and just a blanket over their waist to secure their dignity. This was to assist with toilet care, but it was not a respectful way to treat our elderly and frail citizens."

DIGNITY AND RESPECT

Mary's memories are a fitting reminder of how far CIC have come as an organisation in attempting to address these issues of respect and dignity. We still have some way to go, but as the auditor reports, our residential homes show that CIC are serious about "putting individuals first".

Mary Birtles is retiring from CIC in April 2004. CIC chief executive Charles Eggleston said: "This latest award is a lasting testament to Mary's excellent management and interpersonal skills. CIC Director of Partnerships Robert Black added: "She has been a great asset to CIC and a great friend and colleague, not only to residents and staff at Kemp Lodge, but to everyone in the CIC community."