



NAUTILUS WELFARE FUND

Statement of Purpose

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Statement of Purpose

Introduction

The Nautilus Welfare Fund, is a registered charity that aims to provide a high quality, cost effective welfare service to seafarers and their dependants in need. Founded some 150 years ago by the Mercantile Marine Service Association, Mariner's Park now forms part of the care and support services administered by Nautilus Welfare Fund. Nautilus Welfare Fund is a registered charity whose trustee is Nautilus International, a professional organisation representing Merchant Navy seafarers.

Mariners Park was developed in the 19th century because the M.M.S.A., founders of Nautilus Welfare Fund, were concerned with the privation living conditions that seafarers experienced when they came ashore. They raised funds to provide a care home and maintenance for friendless, single, aged, incapacitated seafarers, cottage homes for aged mariners and their wives, and pensions or relief for their widows. Nautilus Welfare Fund continues this tradition in its charitable objects today.

Nautilus Welfare Fund adopt a strategic approach to the preparation of long term plans to meet the welfare needs of seafarers and their dependants. Ensure the welfare facilities at Wallasey location are managed to the highest standards laid down in relevant Regulations and Codes of Practice and provide advice and information to seafarers and their dependants on the range of welfare services and financial support available to them. Nautilus Welfare Fund's strategic objectives are driven by the needs, abilities and aspirations of residents and beneficiaries.

Nautilus welcome all residents to the service and the service adopts the ethos that each resident will be treated equally and without discrimination. This is regardless of the individuals ethnic background, language, culture, faith, gender, age, sexual orientation or any other aspect that could result in their being discriminated against purely because they have such characteristics.

Nautilus place the rights of residents at the forefront of our philosophy of care. Nautilus seeks to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full.

Nautilus Welfare Fund aspire to provide the highest quality of care, and to do this the organisation gives emphasis to a number of areas relating to the day to day running of the services delivered at Mariners Park.

Nautilus Welfare Fund is committed to achieving our stated aims and objectives and the organisation welcome the scrutiny of residents, their representatives and professional bodies.

Statement of Purpose

History of Nautilus Welfare Fund and the Care Home

Nautilus Welfare Fund is administered by Nautilus International and is a trade union and professional organisation with a membership of some 25,000. The Head Office is in London with a regional office and welfare complex here at Mariners' Park, Wallasey.

Nautilus' background covers a wide range of merchant navy officer ranks and nowadays covers officers at sea, on rigs, marine pilots and many engaged in related shore based occupations such as harbour masters and superintendents.

Nautilus was formed in 1985 by the merger of the Radio and Electronic Officers Union (REOU) and Mercantile Marine Services Association (MMSA) into the Merchant Navy and Airline Officers Association. The roots of the MMSA can be traced back as far as 1863.

In the past the MMSA engaged in activities such as using its funds to build houses for aged shipmasters and their wives. Today Nautilus administers the Nautilus Welfare Fund, a large charity that supports the Mariners Park Estate and includes the new Nautilus Mariners Park Care Home and 104 houses and flats for retired seafarers (ratings and officers) and their dependents.

Construction of the new Care Home began in January 2001, as part of Nautilus's commitment to ensure the continuation of 24-hour care services in line with the new National Care Standards when they came into effect on 1st April 2002. Prior to that, nursing and residential care had been delivered in the John Davies Memorial Home built in 1936.

Kinds of Service and Range

The services are delivered at Mariners Park, which is a fifteen acre site situated on the banks of the river Mersey and has the design and setting of a small village community.

It provides the location for a 32 bed registered care home providing residential, nursing and respite/short care, 109 properties, a domiciliary care service and accommodation based support delivered through the Supporting People scheme.



NAUTILUS WELFARE FUND

Mariners' Park Care Home

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Mariners' Park Care Home

Resident's Rights

Privacy

Nautilus recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our residents in the following ways:

- ▣ Giving help in intimate situations as discreetly as possible.
- ▣ Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- ▣ Offering a range of areas around the Home for residents to be alone or with others.
- ▣ Providing locks on resident's storage space, bedrooms and other rooms in which residents need at times to be uninterrupted.
- ▣ Guaranteeing residents privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- ▣ Ensuring the confidentiality of information the home holds about residents.

Dignity

Disabilities quickly undermine dignity, so Nautilus try to preserve respect for our residents intrinsic value in the following ways:

- ▣ Treating each resident as a special and valued individual.
- ▣ Helping residents to present themselves to others as they would wish through their own clothing, their personal appearance and their behaviour in public.
- ▣ Offering a range of activities that enable residents to express themselves as a unique individual.
- ▣ Tackling any stigma from which our residents may suffer through age, disability or status.
- ▣ Compensating for the effects of disabilities which residents may experience on their communication, physical ability, mobility or appearance.

Mariners' Park Care Home

Independence

Nautilus is aware that our residents have given up a good deal of their independence in entering a communal setting. We regard it as all the more important to foster our residents remaining opportunities to think and act without reference to another person in the following ways:

- ▣ Providing as tactfully as possible human or technical assistance when it is needed.
- ▣ Maximising the abilities our residents retain for self-care, for independent interaction and for carrying out tasks of daily living unaided.
- ▣ Helping residents take reasonable and fully thought-out risks.
- ▣ Promoting possibilities for residents to establish and retain contacts beyond the Home.
- ▣ Using any form of restraint on residents only in situations or urgency when it is essential for their own safety or the safety of others.
- ▣ Encouraging residents to have access to and contribute to the records of their own care.

Security

Many residents have sought admission to the Home as an escape from the elements in their previous living arrangements that threatened their safety or caused them fear. We therefore aim to provide an environment and structure of support that responds to this need in the following ways:

- ▣ Offering assistance with tasks and in situations that would otherwise be perilous for residents.
- ▣ Avoiding as far as possible the dangers especially common among older people, notably the risk of falling.
- ▣ Safeguarding residents from all forms of abuse and from all possible abusers.
- ▣ Providing readily accessible channels for dealing with complaints by residents.
- ▣ Creating an atmosphere in the Home which residents experience as open, positive and inclusive.

Mariners' Park Care Home

Civil Rights

Being old, having disabilities and residing in a care home can all act to deprive residents of their rights as citizens. Nautilus therefore works to maintain our residents place in society as fully participating and benefiting citizens in the following ways:

- ▣ Ensuring that residents have the opportunity to vote in elections and to brief themselves fully on the democratic options.
- ▣ Preserving for residents full and equal access to all elements of the NHS
- ▣ Helping residents to claim all appropriate welfare benefits and social services.
- ▣ Assisting resident's access to public services.
- ▣ Facilitating residents in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the Home.

Choice

Nautilus aim to help residents exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:

- ▣ Providing meals which enable residents as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
- ▣ Offering residents a wide range of leisure activities from which to choose.
- ▣ Enabling residents to manage their own time and not be dictated to by set communal timetables.
- ▣ Avoiding wherever possible the treating of residents as all the same.
- ▣ Respecting individual, unusual or eccentric behaviour as far as reasonable.
- ▣ Retaining maximum flexibility in routines of daily life of the care home.

Mariners' Park Care Home

Fulfilment

We want to help our residents to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways:

- ▣ Informing ourselves as fully as each resident wishes about their individual histories and characteristics.
- ▣ Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents and to stimulate participation.
- ▣ Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident.
- ▣ Respecting our resident's religious, ethnic and cultural diversity.
- ▣ Helping our residents to maintain existing contracts and to make new liaisons, friendships and personal relationships if they wish.
- ▣ Attempting always to listen and attend promptly to any residents desire to communicate at whatever level.

Diversity

Nautilus aim to demonstrate that we welcome and celebrate the diversity of people in our community and in this home. We try to do this in the following ways:

- ▣ Positively communicating to our residents that their diverse backgrounds enhance the life of the home.
- ▣ Respecting and providing for the ethnic, cultural and religious practices of residents.
- ▣ Outlawing negatively discriminatory behaviour by staff and others.
- ▣ Accommodating individual difference without censure.
- ▣ Helping residents to celebrate events, anniversaries and festivals which are important to them.

Quality Care

Nautilus wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

Mariners' Park Care Home

Choice of Home

Nautilus recognises that every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we will do the following:

- ▣ Provide detailed information on the home by publishing a state of purpose and a detailed resident guide.
- ▣ Provide each resident a contract specifying the details of the relationship.
- ▣ Ensure that prospective residents have their needs professionally assessed before a decision on admission is taken.
- ▣ Demonstrate to every person about to be admitted to the home that we are confident that we can meet his or her care needs.
- ▣ Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

Personal and Health Care

Nautilus draw on expert guidelines for the services the home provides. In pursuit of the best possible care we will do the following:

- ▣ Produce with each resident, regular update, and thoroughly implement a resident care plan, based on an initial and then continuing assessment.
- ▣ Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
- ▣ Establish and carry out careful procedures for the administration of resident's medicines.
- ▣ Take steps to safeguard resident's privacy and dignity in all aspects of personal and health care delivery.
- ▣ Treat with special care residents who are dying and sensitively assist them and their relatives at the time of death.

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Lifestyle

It is clear that residents may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of residents Nautilus will do the following:

- ▣ Aim to provide a lifestyle for residents which satisfy their social, cultural, religious and recreational interests and needs.
- ▣ Help residents to exercise choice and control over their lives.
- ▣ Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.

Staffing

Nautilus are aware that the Care Home staff will always play a very important role in resident welfare. To maximise this we will do the following:

- ▣ Employ staff in sufficient numbers and with relevant skills to meet residents' needs.
- ▣ Provide at all times an appropriate number of staff with qualifications in health and social care.
- ▣ Observe recruitment policies and practices that both respect equal opportunities and protect residents' safety and welfare.
- ▣ Offer our staff a range of training that is relevant to their induction, foundation, experience and ongoing development.
- ▣ Maintain our recognition as an Investor in People — a National Standard for training and development that is independently assessed.

Management

Nautilus know that the leadership of the home is critical to all its operations. To provide leadership of the quality required we will do the following:

- ▣ Always employ a registered manager who is qualified, competent and experienced for the task.
- ▣ Aim for a management approach, which creates an open, positive and inclusive atmosphere.

Mariners' Park Care Home

- ▣ Install and operate effective quality assurance and quality management systems.
- ▣ Work to accounting and financial procedures that's safeguard residents' interests.
- ▣ Offer residents appropriate assistance in the management of their personal finances.
- ▣ Supervise all staff regularly and carefully.
- ▣ Keep up-to-date and accurate records on all aspects of the home and its residents.
- ▣ Ensure that the health, safety and welfare of residents and staff are promoted and protected.

Complaints and Protection

Despite everything that Nautilus do to provide a secure environment, there may be occasions when residents may become dissatisfied. To tackle such problems we will do the following:

- ▣ Provide and when necessary operate a simple, clear and accessible complaints procedure.
- ▣ Take all necessary action to protect resident's legal rights.
- ▣ Make all possible efforts to protect residents from every sort of abuse and from possible abusers.

The Environment

The physical environment of Mariners Park Care Home is designed for residents' convenience and comfort. In particular we will do the following:

- ▣ Maintain the buildings and grounds in a safe condition.
- ▣ Make detailed arrangements for the communal areas of the Home to be safe and comfortable.
- ▣ Supply toilet, washing and bathing facilities suitable for the residents in our care.
- ▣ Arrange for specialist equipment to be available to maximise resident independence.
- ▣ Provide individual accommodation that meets The Essential XXXXXXXX
- ▣ See that residents have safe, comfortable bedrooms, with their own possessions around them.
- ▣ Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

Mariners' Park Care Home

Since the opening of the new Home in July 2002, care services have continued to be delivered in pleasant surroundings specifically designed to meet the needs of those residents requiring care 24 hours a day. The new Care Home was designed with the new National Minimum Care Standards 20xxxxx in mind and more than exceeds specifications detailed in this legislation particularly in regards to room sizes and the facilities provided.

Bedrooms

The Care Home can accommodate up to 32 residents. All bedrooms are for single occupancy and enjoy views overlooking Egremont Promenade or across Mariners Park. The minimum total area of each bedroom is 20 sq metres including the en suite bathroom.

All rooms are designed to ensure maximum resident comfort and this includes individual thermostatic temperature control on all radiators enabling each resident to select a room temperature suitable to their personal requirements.

All rooms provide full en-suite facilities, enabling residents to enjoy the luxury of their own private toilet, sink and easily accessible shower.

All rooms are fully furnished. The large built in double wardrobe has plenty of space for hanging clothing and shelving for other storage needs. The beds provided have been selected to enable residents to adjust them to find a suitable position to achieve rest. In addition staff are able to adjust them to a variety of heights to facilitate the delivery of care. Comfortable seating for two is provided and a bedside cabinet is available to enable residents to lock personal items away for extra peace of mind. Bedrooms are also equipped with a unit that can be used as a dressing table or a desk. In addition to these furnishings, the room has a variety of lighting settings including night-lights to help ensure residents are safe when visiting their en-suite during the night.

All rooms are fitted with a call-system to enable residents to summon the assistance of a staff member when required and this includes an emergency button should an emergency occur.

All bedrooms have locks on the door should residents wish to use them.

Residents are encouraged to personalise their room with their own belongings and staff will be happy to assist with putting up photograph or picture frames as required.

Residents are reminded that any electrical appliances in their rooms including TV, radio, lamp etc, must undergo a full safety check by Nautilus prior to use.

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Lounges

Mariners' Park Care Home has been designed to ensure maximum resident comfort and this includes providing a variety of lounge areas from which to choose. The ground floor has two areas including a large conservatory overlooking the promenade, which leads onto an enclosed decking area that enjoys views across the River Mersey.

Residents can also take advantage of the large lounge area providing tea and coffee making facilities and enjoys views of Mariners' Park and of the River Mersey. On the first floor, there is a lounge that has been allocated as a smoking area for those residents who require use of this facility. Again this enjoys views across the River Mersey. A further lounge area is provided on this floor and again has facilities that will enable those who are capable to make their own tea and coffee if desired.

All lounges provide access to a music centre and a selection of music. Some lounges also provide a television and video enabling residents to enjoy a movie or their favourite drama or documentary. Residents may also access the Mersey View, a social room available for all Residents at Mariners' Park.

Dining Room

Each floor has its own dining room and both dining areas enjoy views of Mariners Park and across the river. These areas are fully equipped to meet a variety of differing needs and provide suitable seating arrangements to ensure that residents enjoy their dining experience. Those residents who choose to dine in the comfort of their own room may do so and suitable arrangements can be made to accommodate this request.

Communal Bathrooms

Each wing has its own bathroom and these are fully equipped with specialist bathing facilities including hydrotherapy units to enable residents to bathe as desired. These are fully accessible to all residents whatever their capabilities and staff will be available to assist residents with bathing as necessary.

Hairdressing Salon

The home is equipped with a hairdressing salon to meet the needs of all of our residents. Appointments can be booked with our hairdresser and she will endeavour to meet resident requests. This service is not included in the fees and residents are therefore responsible for cost incurred by using this service.

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Shop XXXXXXXXXXXXXXXXXx

There is a shop on site and this provides a variety of toiletries that residents may need during their stay at the Home and enables residents to remain as independent as possible. Toiletries are not provided as part of the fees. From time to time the shop will also have a range of items for sale that have been made by residents during craft sessions.

General Practitioner

A variety of medical centres in the local area provide services to the care home. Residents have the choice of retaining their own GP (if the GP is prepared to visit the home) or choosing another GP who would be prepared to visit. Should a resident wish to transfer to a new GP on admission, this should be discussed at your assessment.

Physiotherapist

The Care Home employs the services of a physiotherapist on a weekly basis. The physiotherapist works closely with all staff to ensure that resident's needs are assessed. Physiotherapy takes place on a weekly basis and these weekly sessions are included in the care fees. Those residents who require a more frequent service will be required to access community physiotherapy services through their GP or make private arrangements.

Dentist

Residents are able to select the dental service they wish to access. The Home has access to the services of a private dentist from the area and residents may choose to register with this dentist. Visits by a dentist may be arranged at the Home on an appointment basis. The cost of dental care is not included in the Care Home fees and residents will be charged for their treatment. Some individuals will be entitled to free dental care if they are getting income support or access the community dental service through their GP.

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