



**STRATTON
HOUSE**

Nursing Home

STATEMENT OF PURPOSE 2026/27



STRATTON HOUSE

Nursing Home



About Us

Angels (Stratton House) Ltd is registered with the Care Quality Commission as a Nursing Home.

It is the aim of this Statement of Purpose to provide information on the company's aims and objectives, ethos and purpose to existing and potential Clients.

The document will be reviewed at least once annually unless circumstances dictate that it should be reviewed earlier.

This document is available in large print, Braille and other languages, should you require another format please request it from a member of our team and can be read in conjunction with our Client guide and policies.

The address and contact details of the Organisation's administrative offices are as follows:

Head Office Address:

Level One, East Reach House,
East Reach, Taunton, Somerset
TA1 3EN

Email: admin@strattonhouse.org

Telephone No:

01278 787735

Angels (Stratton House) Ltd is a private limited company and registered with companies house. Registration number : 06211552

Our head office is a town centre location which is well connected with good accessibility and parking.

Philosophy.

We consider each Client to be unique and will support them to achieve their goals by promoting health, independence and happiness.

We are committed to enabling each person to maintain their independence, make informed choices, and live life as fully as possible.

All staff will strive to preserve and maintain dignity, privacy and the individuality of all our Clients, and in doing so will be sensitive to their ever-changing needs.

Such needs may be medical, physiological, psychological, cultural, social, emotional or spiritual.

Clients, their family and friends or advocates are encouraged to participate in the development of their individualised care package.

It is Stratton House's policy to always listen to the needs and wishes of the client and those important to them, both at the initial assessment and then at regular reviews. In this way the client is actively involved in creating the care package they require.



AIMS AND OBJECTIVES

The aims and objectives of Stratton House are:

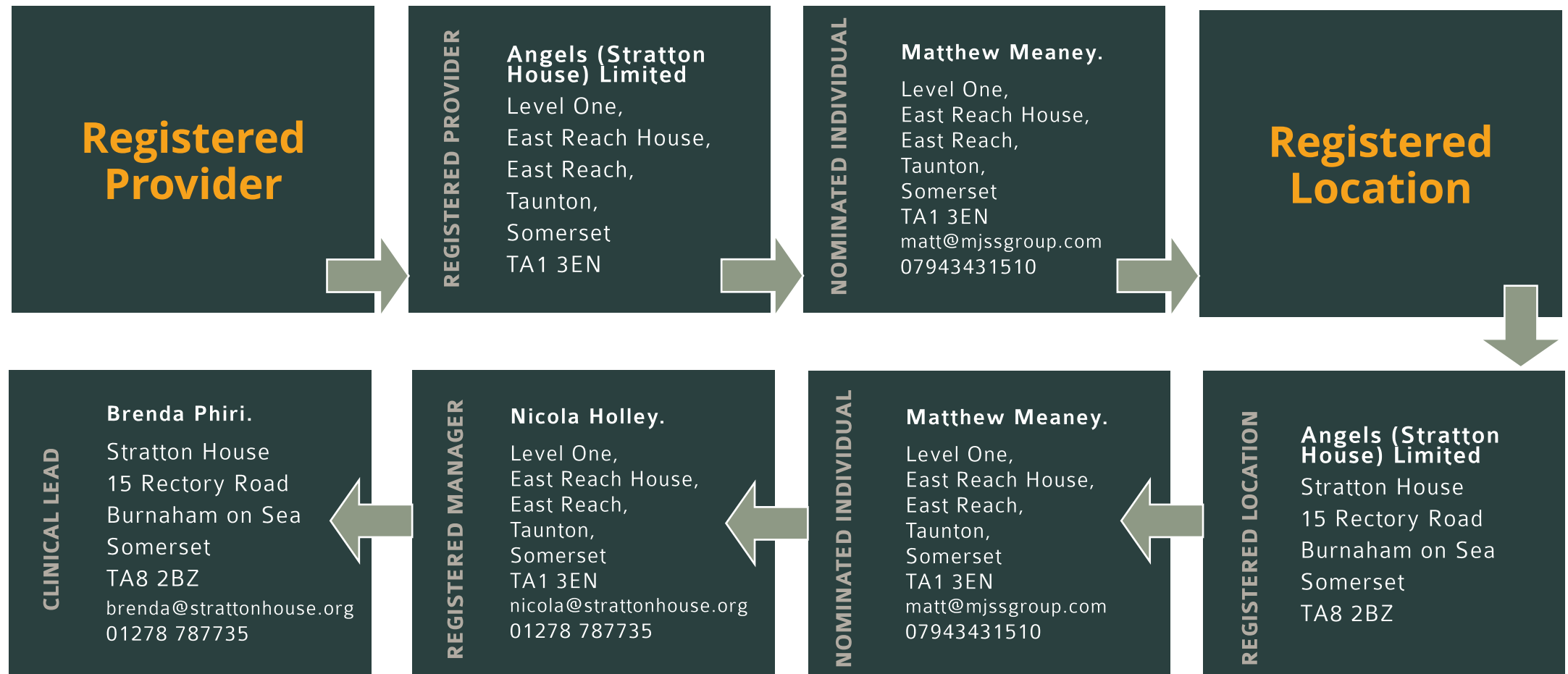
- To deliver a service of the highest quality that will improve and sustain the client's overall quality of life and promote independence.
- To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each client's right to independence, privacy, dignity, fulfillment, and the rights to make informed choices and to take risks.
- To ensure that each client's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To provide high-quality, personalised nursing and residential care tailored to individual needs.
- To ensure an inclusive, safe, and respectful environment that upholds privacy and dignity.
- To ensure that all Clients receive written information on the Organisation's Procedure for Handling Complaints, Comments and Compliments, and how to use it.
- To empower Clients through meaningful involvement in their care planning and daily life.
- To work collaboratively with families, professionals, and the wider community to enhance quality of life.
- To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable client care needs to be met.
- To audit and maintain quality assurance to ensure continual improvement.
- To deliver the service in line with contractual and regulatory obligations



Our core values are:

- Independence
- Privacy and Dignity
- Respect
- Trust
- Equality
- Empowerment

THE REGISTERED PROVIDER & NOTICES OF ABSENCE



*Details of staff qualifications and experience are available on request

Regulated Activity

Angels (Stratton House) Limited is registered with the Care Quality Commission at the address stated, to provide accommodation for persons who require nursing or personal care and the regulated activity of the treatment of disease, disorder or injury.

Typical services provided under these regulated activities may include, but are not limited to:

- Assistance with daily personal care tasks such as washing, dressing, and continence care.
- Administration of prescribed medications
- Nursing care for individuals with complex health needs
- Monitoring and management of long-term health conditions
- End-of-life and palliative care
- Rehabilitation support following illness, injury, or surgery
- Coordinated care planning and liaison with external healthcare professionals

This list is not exhaustive, the specific services offered may vary in response to individual assessed needs and in accordance with the scope of registration.

Who do we Support

The Organisation supports adults over the age of 18 and those in the following groups:

Frail and vulnerable adults

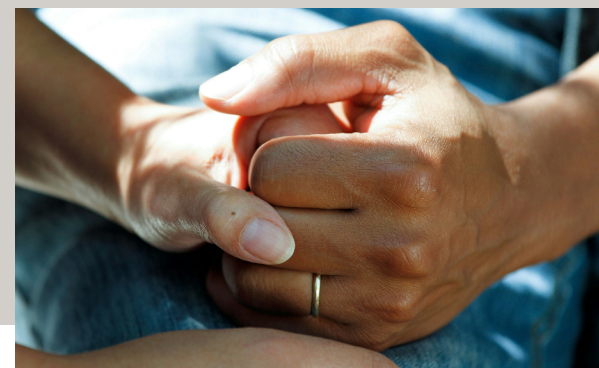
- Dementia
- Mental health problems
- Physical disabilities
- Sensory impairment
- Adults who are recovering from an illness
- Illness (including end of life care)
- Acquired brain injuries
- Complex health needs
- Those requiring respite care

Our nurses and care staff work collaboratively with community healthcare professionals to ensure that the assessed needs of each individual are appropriately met. This includes engaging with GPs, district nurses, physiotherapists, occupational therapists, and other relevant professionals to support coordinated and person-centred care.

Stratton House also offers non-regulated services aimed at promoting independence and wellbeing. These may include:

- Household tasks (e.g. cleaning, laundry)
- Practical rehabilitation skills
- Enabling and befriending
- Support to access the community (e.g. shopping, appointments)
- Companionship and emotional support
- Assistance with correspondence or managing daily routines
- Support with recreational, leisure, or cultural activities

These services fall outside the scope of CQC-regulated activities but complement our overall approach to person-centred care.



STAFF QUALIFICATION & EXPERIENCE

After a rigorous selection process, including an interview, reference and DBS checks, Stratton House trains its staff thoroughly to ensure that they are competent to carry out their assigned tasks safely for themselves and for our Clients.

The qualifications of each individual staff member depends in part on their length of service and the particular needs of Clients that they have been trained to assist.

A current list of staff and their qualifications is available on request. The staff allocated to provide support will be chosen in order to match their skills with the needs of the Client.

All new staff will complete an induction that follows the guidelines by Skills for Care 15 Induction Standards and the Care Certificate for all staff that are new to care.

All Support Workers are encouraged to undertake QCF level 2 in Health and Social Care. This qualification builds on to the Induction and Foundation training.

Specialist training is arranged which is voluntary for interested staff, but compulsory for workers where it would be beneficial to the particular Client group they care for.

This includes Enablement, Alzheimer's and Dementia, Multiple Sclerosis, Parkinson's Disease, Diabetes, Cerebral Palsy, Mental Health and Sensory Deprivation as an example.

All registered general nurses, are checked regularly as per NHS guidelines against the NMC register.

A multidisciplinary team is in place, including qualified nurses, care staff, and a clinical lead. The home is staffed 24/7 with appropriate skill mix, based on dependency levels and assessed needs.





Continuity of Care.

Staff rota's and allocations are fully dependent upon the size of the client base and the levels of dependency of each client for care services required.

The Company recognises that Clients and staff both benefit from continuity of care and support.

This is a key factor in providing a quality service and staff will therefore be allocated as keyworkers for particular Clients according to their suitability to attend that Client over a extended period of time.

Vulnerability & Protection of Support Workers.

Stratton House recognises the potential safety implications of caring for Clients, and its responsibility to minimise the risks involved to a manageable level while ensuring maintenance of the services provided.

Stratton House will take reasonable steps to minimise identified risks to our workforce and it is the duty of all Employees to ensure that they are aware of identified risks and that they follow Company procedures to mitigate these.



QUALITY ASSURANCE

The Company is committed to ensuring that the highest quality standard of care service is provided to its customers at all times.

We will ensure that all our activities are carried out according to Company policies and procedures and that the staff within the home are adequately briefed, trained and competent to enable them to provide a quality service. We will ensure that adequate service monitors are in place and that all feedback is reviewed, and action taken where necessary.

Each Client & stakeholder will be sent a quality service questionnaire to fill in and return to the office on an annual basis. The comments and results of all questionnaire surveys are reviewed on a formal basis with a view to continuous quality improvement in the services offered by the organisation.

The outcome from the quality assurance process is published annually and made available to Clients and their relative or representatives, all stakeholders and to CQC.

As and when needed, but at least annually, all Clients receive a QA review of the services provided.

Complaints.

Unfortunately, despite best endeavors we don't get things right all of the time, and we need to be advised when we fall short of expected standards. If for any reason the Client is not entirely satisfied with any aspect of our service, we want to hear from them as soon as possible.

We will then make the relevant inquiries and aim to put matters right as soon as we can. Where appropriate, we will also take steps to prevent the problem happening again.

A copy of our full complaint's policy will be included in the

information provided to all clients.

Our commitment is that:

- All complaints will be taken seriously.
- All complaints will be acted upon with fairness and impartiality.
- You will receive a response within 5 working days of the complaint being made, and a final reply within 28 days.
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is.
- Clients are entitled to involve an impartial third party in the complaint procedure if they so wish.

A range of advocacy services are available locally and they will be happy to help you deal with complaints should this be required.

In the event of a complaint, you should contact the registered manager in the first instance.

If the matter is not resolved satisfactorily, complaints may be referred to:

Somerset Council – Adult Social Care

Phone: 0300 123 2224

Website: <https://www.somerset.gov.uk>

Local Government and Social Care Ombudsman (LGSCO)

Phone: 0300 061 0614

Website: <https://www.lgo.org.uk>

Care Quality Commission (CQC)

Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Phone: 03000 616161

Website: <https://www.cqc.org.uk>

Advocacy.

Clients have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc.

The Registered Manager will be happy to provide information on local advocacy groups and other support networks. Some of those currently known to us are:

- **Swan Advocacy** -0333 3447 928 / reception@swanadvocacy.org.uk
- **Somerset Advocacy**-01823 322900 /Somerset@swanadvocacy.org.uk
- **North Somerset Advocacy** -01275 888 801 / careconnect@n-somerset.gov.uk
- **The Advocacy People** -0330 440 9000 / info@theadvocacypeople.org.uk
- **South Gloucester Advocacy** -0300 303 1660 / helpline@voiceability.org
- **Devon Advocacy** -01392 822377 / devonadvocacy@livingoptions.org
- **Bristol Advocacy** -0330 440 9000 / info@theadvocacypeople.org.uk
- **Wiltshire Advocacy** -0300 303 1660 / helpline@voiceability.org



PRIVACY AND DIGNITY

Client Privacy.

All Clients have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. Our staff are guests in the Client's life.

Staff will enter a Client's room within the home only with express consent or in the best interests of the client.

Our staff respect the rights of Client to make telephone calls without being overheard or seen by a worker.

Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the General Data Protection Regulation, will be adhered to, and the Client's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the Care of the Client.

Records will be made available to the Client's family according to the wishes of the Client. We work inline with the Data Security and Protection Toolkit.

Client Dignity.

Client dignity is a matter of prime importance to us, and all staff receive training in this area. Clients are perfectly entitled to ask that principal staff use one name, and others use another name.

The level of familiarity is under the client control. In the absence of information to the contrary, staff will address clients formally, using title and surname.

Staff are trained to be sensitive to client feelings when in their company. Stratton House seeks to reduce any feelings of vulnerability which Clients may have as a result of disability or illness.



FACILITIES AND ENVIRONMENT

Facilities and Environment.

- 24 fully furnished bedrooms, each with a nurse call system for immediate assistance and peace of mind
- En-suite facilities or in-room handwashing basins in all rooms
- Assisted bathrooms, hoists, and lift access
- Spacious communal lounges and dining areas, designed for comfort, interaction, and engagement
- Safe, accessible garden areas with outdoor seating and shaded spots for relaxation
- On-site kitchen providing freshly prepared, nutritious meals with support for individual dietary needs
- Regular visits from hairdressers, chiropodists, opticians, and dentists
- On-site laundry service
- Secure entry system and on-site parking for visitors and healthcare professionals
- Wi-Fi access throughout the home for residents and guests
- TVs, reading materials, and noticeboards in communal areas to support leisure and communication
- Transportation support for appointments or outings (subject to availability)
- Profiling beds, pressure-relieving mattresses, mobility aids, fall prevention equipment, and infection prevention resources are available and maintained regularly.
- Medication is stored and administered in line with CQC and NICE guidelines.
- A dedicated activities coordinator plans a diverse programme of social, recreational, and therapeutic activities, tailored to residents' interests and abilities
- Regular religious and cultural observances, with support to access clergy or community representatives
- Enabling, befriending, and companionship support, promoting a strong sense of belonging
- Fully compliant fire detection and alarm systems, maintained and tested regularly
- Annual fire safety training for all staff and participation in regular fire drills
- Annual fire risk assessments and ongoing maintenance of extinguishers, emergency lighting, and fire doors

ADMISSION AND CARE PLANNING

Admission Criteria.

Stratton House accepts referrals for:

- Long-term residential and nursing care
- Dementia care
- Respite and convalescence stays

All prospective admissions require a comprehensive pre-admission assessment, carried out by a suitably qualified member of the team. This assessment is designed to:

- Understand the individual's current care and support needs
- Identify any clinical risks or specialist requirements
- Ensure that Stratton House has the appropriate staffing, facilities, and resources in place to meet those needs safely and effectively
- Facilitate personalised care planning from the outset

Only when it is clear that we can meet the individual's needs safely and in line with their preferences and best interests will admission be confirmed.

Care Planning.

Each Client at Stratton House has a personalised care plan, developed in collaboration with the individual, their family or representatives (where appropriate), and relevant healthcare professionals. These plans are designed to reflect the person's unique needs, preferences, and goals, ensuring care is delivered in a respectful and responsive manner.

Care plans are:

- Reviewed at least monthly, and updated promptly following any significant change in health, wellbeing, or personal circumstances
- Accessible to the service user and/or their legal representative, promoting transparency and involvement in care
- Revised only with the informed consent or best interests of the individual and in consultation with relevant clinicians or professionals

This approach supports safe, effective, and person-centred care that evolves with the individual's changing needs.



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