

# AVENUE HOUSE - STATEMENT OF PURPOSE

5 Cotham Park North, Cotham, Bristol BS6 6BH  
Residential Home owned by the West of England *Friends Housing Society Ltd* (known as *Friends Housing Bristol* or *FHB*)

## AIMS

1. To provide high-quality facilities, respectful personal care and companionship for frail or isolated older people who are unable to live independently.
2. To value and respect all members of our community - residents, staff and volunteers - as unique individuals. This is in accord with our Quaker tradition.
3. To provide good working conditions, appropriate training and structured career development for our staff, and to run *Friends Housing Bristol* efficiently.

## OBJECTIVES - To ensure that:

1. Residents feel they live in a friendly, caring, safe and supportive home, with a variety of activities and events, where families and friends are always welcome.
2. Residents are involved in preparing their Personal Care Plans, which are reviewed periodically and a key worker is appointed for each resident.
3. Residents are confident that their wishes and views will be taken into account as far as possible in the context of communal living. The privacy and dignity of each person is respected.
4. Residents know suggestions, compliments and complaints can be recorded in the Manager's office for discussion and action and that the *FHB* complaints procedure is listed in our brochure, displayed on communal notice boards and contained in residents' individual Residential Care Agreements. Quality assurance questionnaires are distributed once a year.
5. Residents have various opportunities to meet people on the management committee: they come to inspect Avenue House and talk to the residents once a month, there are 3-monthly Board Meetings held within Avenue House and an Annual General Meeting which is open for all to attend.
6. Staff are confident that their work and commitment are valued by the residents and the Board.
7. *FHB* implements its philosophy of providing equal opportunities: no one - resident, staff or volunteer, is excluded on grounds of ethnicity, religion or culture. Quaker Services are held weekly. Services led by local churches are held monthly. We aim to help residents access religious services of their choice.
8. *FHB* management follows the National Minimum Care Standards regulations and recommendations, and promotes best practice.

## ADMISSIONS CRITERIA

We welcome both local authority and privately funded residents. We have a waiting list treated chronologically but preference is given to the Society of Friends. People applying to live in Avenue House are shown around the home, and when a place is available a detailed assessment is made of their care needs. All residents moving into Avenue House have an initial one month trial period.

## SUMMARY OF CARE NEEDS PROVIDED

We are registered with The Care Quality Commission to provide accommodation and personal care (not nursing care) for up to thirty men and women over 65.

## SUMMARY OF ACCOMMODATION

Avenue House was comprehensively re-developed in 2002/3. It is serviced by two lifts. There are 30 single units with en-suite shower and toilet. There are two lounges, a dining room, library, and a craft room. We have 3 “assisted” bathrooms and a room where you can see an approved visiting hairdresser, dentist, chiropodist, optician or other therapist.

## FIRE PRECAUTIONS

The home is regularly inspected by the Fire Service. Safety equipment is checked and staff are trained regularly. The recommended Fire Precautions and Emergency Procedures are on display in the foyer and summarised in each room.

## ORGANISATION

Avenue House is governed by a voluntary Quaker-based Board who employ the staff and own the property. The Registered Responsible Individual is the chairperson of the Board, Tim Wye.

## STAFFING

Manager:	Caroline Cooper (NVQ Level 4 Registered Managers Award, DipHE Dementia, NVQ Assessor)
Assistant Manager:	Rebecca Tailby (NVQ Level 5 in Health & Social Care)
Team Leader:	Cristina Munteanu (NVQ Level 3 in Care),
Senior Care Staff:	Margaret Dumble (NVQ level 2 and 3 in Care), Ann Walker (NVQ Level 3 in Care)
Care Assistants:	Total of Eighteen Care Assistants – With a mixture of NVQ Level 2 and NVQ Level 3 in Care.
Administrators:	Karen Parkin (Apprenticeship and Advanced Apprenticeship in Business Administration Level 3), Natalie Agir (Advanced Apprenticeship in Business Administration Level 3)

2 Cooks, 5 Domestic staff, 1 Activities Coordinator and a Maintenance person.

All staff receive training in *FHB's* philosophy and values.

## FEES

Scale of Fees from 1<sup>st</sup> April 2025 (per week)

Hotel Services	Personal Care Needs	2025
Single ensuite - Small	Residential - Low	823.98
	Residential - Medium	887.59
	Residential - High	952.53
Single ensuite - Medium	Residential - Low	842.93
	Residential - Medium	906.53
	Residential - High	971.47
Single ensuite - Large	Residential - Low	872.71
	Residential - Medium	936.29

\*Hotel Services include accommodation, food, drink, heating, lighting, laundry done on the premises and support services provided by our staff. Residents pay for personal items such as newspapers, toiletries, telephone, and additional services such as visiting hairdresser, chiropodist or optician.

All individuals are asked to pay the fees indicated above which have been referenced to a 'fair price for care' calculation using the model advocated by the Joseph Rowntree Foundation. Fees are normally collected on a monthly basis in advance by Standing Order.

Some local authorities pay less than our fees for those people whose capital falls below the Government-established threshold. In such instances, *FHB* seeks to receive the full fee from the local authority and/or the family members; but we have never asked a resident to leave our home because the local authority did not pay the full fee.

We provide places for people who are not funding themselves in full, the specific number being dependent upon the size of the gap between our fee and the Local Authority funding.

Fees will be reviewed in March every year.

### **KEY CONTRACT TERMS**

When a person comes to live in Avenue House there is a one month assessment period before a contract is agreed. The contract can be terminated by one month's notice. Fees cease to be paid when a room is vacated and empty.

### **MUCH MORE INFORMATION.**

Please also read our brochure, which has a lot of extra information. If you have questions, or are considering making an application to join Avenue House, please contact our Manager.

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