



## Statement of Purpose

Silverdale Care Limited  
Abbotswood Court  
Ballasalla  
IM9 3DZ

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## **Silverdale Care**

### **Introduction**

Set in secure landscaped gardens Silverdale Care was purposely built in 1994. The home is designed to enhance the comfort, quality and efficiency of care in a holistic, person centered, friendly and professional manner. The home has recently been refurbished to a high standard with all rooms having ensuite facilities with light and airy rooms creating a peaceful and restful environment.

We offer 43 adult ensuite nursing bedrooms (three of which can be utilised as companion rooms), and the Grosvenor Wing offers 17 single ensuite adult beds catering for residents with mental health issues, brain injury and dementia. In total the home offers 63 beds. The accommodation complies with the Regulation of Care Act 2013.

The home is required under the Regulation of Care Act 2013 to have both a Responsible Person and Registered Manager

The Registered Provider is Silverdale Care Limited.

### **Mission Statement & Core Values**

- It is the underlying principle of Silverdale Care to treat others as we would wish to be treated ourselves, with respect, privacy, dignity, kindness and professionalism.
- We aim to create a nurturing environment where our residents can live in comfort and safety, and have their physical, social, emotional, and mental well-being, supported. Enabling our residents to maintain their rights, privacy, dignity, choices, identity, and independence as individuals, is paramount.
- We recognise that everyone is different, so we adapt our care to set realistic and attainable goals via personalised care plans to suit each individual person's needs. Each plan of care is regularly reviewed.
- Our residents are at the centre of everything we do, and we value their opinions and input to ensure quality care is upheld. We encourage ideas from residents, staff, relatives, other professionals and use evidence-based research on any new quality initiatives, changes & concerns to assist us in facilitating change to uphold & improve standards.
- We believe that quality assurance and training is an integral part of our ability to provide consistent high standards of care, which helps to create a spirit of trust, and confidence in our professional standards.
- We believe in the importance of social, mental, and physical wellbeing by creating opportunities for all residents to continue to make decisions about their day-to-day care and lives and contribute or participate in their care and activities of their choice.
- We continually strive to improve and implement best practice guidelines, by investing in our staff and providing a culture of ongoing continual professional development, through continuing education, the use of evidence-based research, and reflection.
- The aim of our staff is to create a happy, respectful and relaxed atmosphere based on teamwork, motivation and professionalism with caring, kindness, dignity, understanding & patience. The provision of holistic, individual centred care being at the heart of all we do.

## **Resident's charter of rights: Privacy, dignity, choice and independence**

The promotion and maintenance of the privacy, dignity, independence and choice of our residents is of paramount importance to us. In order to ensure that our residents are treated with the utmost care we will adopt the following:

- Residents have the right to always be treated as an individual.
- Staff will adopt a knock before entering room's philosophy, for resident's privacy.
- Staff will address residents by their preferred name.
- Residents will have choice in all areas of care.
- Residents will have the right to wear their own personal clothes and accessories.
- Personal dignity will be respected especially regarding personal care.
- Residents will have the right to privacy.
- Residents will have the right to lock their own rooms and secure their belongings.
- Residents will be offered a choice of menu and access to specially tailored dietary requirements.
- Residents will have the right to their cultural, religious, sexual and emotional needs being accepted and respected.
- Residents will have the right to develop and maintain their social and interests both within and outside of the home.
- Residents will have the right to have the choice of where to be and where to go within Silverdale Care (providing privacy of other residents in the home is maintained).
- Residents will have the right to have their preferred routines followed as far as possible. This extends to when they wish to rise in the morning, bedtimes, and personal care times.
- Residents will have the right to access the same services and facilities in the community as any other citizen, including the right to vote.
- Residents will have the right to be fully informed about the services provided by the home and take part in making decisions about daily living arrangements, and any proposed change.
- Residents will have the right wherever possible to take part in regular planned reviews and/or to have a representative present.
- Residents will have the right to choose regarding medical treatments and medication.
- Residents will have the right to manage their own financial affairs or to be represented by an appropriate person such as a family member or advocate, who will act in their best interests.
- Residents will have the right to access their personal care file and participate in their care plan.
- Residents can expect Silverdale Care to accept that to enable them to maintain their independence and not have it limited unnecessarily; there will be a degree of risk involved in the above principles.
- Residents also should accept that all personal choice and actions have consequences which may affect other people, and to recognise that no one has complete freedom to do as they please. We all have to take account of the needs of others, especially in community living. Silverdale Care is no different in this respect. Where limitations are imposed for the benefit of the majority of the residents, written notification of the reasons for any decision that the resident or representative may view as an unreasonable restriction on liberty, or personal dignity, will be provided.

- Residents will have the right to have access and be able to freely use the complaints procedure without fear of repercussions.

## **Home Management**

### **Registered Provider**

Silverdale Care Limited  
Abbotswood Court  
Ballasalla  
Isle of Man  
IM9 3DZ  
Tel: +44 624 822310

Email: [info@silverdalecare.com](mailto:info@silverdalecare.com)

### **Registered Manager/Responsible Person**

Miss Ana Calado  
Email: [manager@silverdalecare.com](mailto:manager@silverdalecare.com)

(For further contact details see above)

Ana is a Registered Nurse who holds a nursing degree with a Diploma in Dementia Care, and a level 6 Diploma in Palliative Care. Ana holds a valid Nursing Midwifery Council registration. She is also a qualified Non-Medical Nurse Prescriber. She has over 11 years' experience of operating in the private care sector and working with the elderly.

### **Deputy Manager**

Miss Arlete Rocha  
Email: [deputymanager@silverdalecare.com](mailto:deputymanager@silverdalecare.com)

(For further contact details see above)

Arlete is a Registered Nurse who holds a nursing degree with a Diploma in Dementia Care. Arlete has been working in the care sector for the last eight years.

### **Organisational Structure**

Silverdale Care staff will be/are carefully selected for their qualities of reliability, integrity, friendliness, and professionalism. They are carefully screened. An Enhanced Barring and Disclosure check is made, and two references are sought and checked thoroughly.

Silverdale Care will employ adequate numbers of staff to ensure safety and care of our residents. As Silverdale Care is reopening on a phased basis, the levels of staffing will rise as the bed occupancy increases.

A Registered Nurse is on duty throughout the home in any 24 hours.

The care staff work in teams enabling both staff and resident to create meaningful relationships.

Over 50% of our care staff will be/are registered/or working towards level 2 or 3 QCF or equivalent.

We recognise the need for specialised care for residents suffering from various types of dementia and training in Dementia Care will be provided to our staff.

In addition to the care staff our dedicated team of ancillary staff provide an essential behind the scenes, seamless service to ensure the residents live in comfort and security. This team comprises of an Administrator, Home co-ordinator, Chefs, Kitchen Assistants, Housekeepers, Maintenance & Gardeners.

## **Staff Training**

All new staff are expected to undergo a 3-month Induction Period. Mandatory staff training is undertaken throughout this period, which is provided by external agencies.

Mandatory training includes health and safety issues such as safeguarding of vulnerable adults, moving and handling, fire awareness and procedures, and infection control. A range of other training is offered and is listed in our training policy such as confidentiality, record keeping, nutrition and the MUST score, and value-based training protecting the individuals within our care. All staff will be expected to undergo annual refresher training in most of the health and safety issues, and when required to suit the changing needs of our residents.

## **Accommodation**

### **Ground Floor**

- 20 single ensuite rooms, with a minimum usable floor space of 11.63m<sup>2</sup>
- 2 ensuite double rooms, with a minimum usable floor space of 21.46m<sup>2</sup>
- 2 large lounges and a separate dining room
- A multi-use room is available for private use for families by appointment.

### **First Floor**

- 20 single ensuite rooms, with a minimum usable floor space of 11.63m<sup>2</sup>
- 1 ensuite double room, with a minimum usable floor space of 21.46m<sup>2</sup>
- 17 single ensuite rooms, with a minimum usable floor space of 11.63m<sup>2</sup> (Grosvenor Wing our Elderly Mentally Inform Unit, for residents with mental health issues).
- 1 large lounge and a separate dining room
- A sensory room (situated within the Grosvenor Wing).

Silverdale Care has 60 bedrooms, each room comfortably furnished. All bedrooms have ensuite facilities comprising of a shower, wash hand basin and toilet. All rooms have thermostatic controls on the radiators allowing for individual requirements. Each room is fitted with a Nurse Call Intercom System, smart TV, and provision for a phone line. Please note that any costs relating to the provision of a phone service are the responsibility of the resident and/or representative. Please contact the administration office should you require such a service for further information.

Residents are encouraged to adapt the furnishings to suit their individual taste and are openly encouraged to bring in items of furniture from home, e.g., pictures and keepsakes, to personalise their rooms. All our beds are full 4 section profiling beds, designed to meet the needs of any resident. Doors to the resident's rooms have a privacy lock installed enabling the resident to lock their doors from the inside, however in case of emergencies such locks will be overridden by nursing staff.

General bathrooms are all fitted with specialist baths and bathing aids.

Residents are encouraged to use the communal rooms; however, those residents who choose to stay in their own rooms may do so.

Smoking by staff and residents is strictly prohibited inside Silverdale Care. Residents and staff may smoke in designated areas. Various nicotine replacement or smoking cessation therapies would be offered as part of health education plan for any resident/staff wishing to stop smoking.

Following a risk assessment, all residents may use the sensory room if deemed appropriate. Usage is controlled by an in – house booking system through the home co-ordinator and is supervised by a member of staff or relative. No more than 3 residents may use the room at any one time, with only 1 small wheelchair permitted at a time.

## **Fire Safety**

Silverdale Care complies with all current fire regulations and is fully equipped with an automatic fire alarm system, emergency lighting system, certificated firefighting equipment and emergency signage. The building is designed with automatic door closures to all residents' rooms, correct barriers, compartments, and escape routes.

In the event of a fire within the home all residents will be laterally transferred 2 doors away from the activated fire point. The buildings will only be evacuated on the advice/instruction of the Lead Fire Officer on site.

Fire risk assessments of the home are undertaken by Mr Bruce Kirkham of Capstone Ltd, on both a regular and annual basis. Capstone train all staff within the home on fire safety including the use of the alarm system, correct use of the firefighting equipment in place, and correct use of the 1<sup>st</sup> floor evac chairs. Staff have full training on fire procedures within their induction training and this is refreshed annually.

## **Provision Of Care**

Silverdale Care offers adult nursing care for all sexes, and our main client group is the over 60 age group.

The home provides generalised nursing care for the needs of the elderly and their co-morbidities, including on-going medical problems and wound management.

We provide general nursing care as well as providing long & short-term palliative/ terminal care. Dementia care is also provided. We will also accommodate post-operative care and respite care (subject to bed availability).

## **Restrictions**

- Individuals under the age of 60.
- Individuals requiring care under a section not listed above.
- Individuals over 20 stone or who requires bariatric nursing.
- Individuals with limited understanding of the home's overall philosophy, safe guarding and complaints procedure and who does not have a willing representative to act or speak on their behalf.

## **Admission Procedure**

### **Planned Admissions**

- On receiving a referral, we will be in contact once a bed becomes available. Please note our waiting list maybe prioritised due to need.
- We will only arrange for an assessment to ascertain the care needs of the proposed client once a bed becomes available as care needs can change. This is undertaken either at their current address or hospital.
- We encourage prospective clients and relatives to visit Silverdale Care as the first step of the assessment process.
- A representative of the home will carry out a comprehensive assessment of need prior to the proposed client being admitted. Nursing and hospital notes are also fully reviewed, or previous G.P.'s and Social Worker reports (if available) are obtained prior to admission to obtain a full medical and social picture. Any equipment needed to appropriately meet nursing need will be assessed at this time, e.g., bed safety rails, specialist care chair, air mattress, etc.
- The Client/relatives or representatives are contacted immediately following the assessment to discuss care needs/expectations of the proposed client. A place will only be offered if we can provide the appropriate care needed.

- All prospective new clients are given a Resident's Agreement, together with the Terms & Conditions of Residency.
- Prospective residents, relatives and representatives are asked if they wish to come and personalise the room, place pictures, furniture, clothes etc prior to the resident's admission to make the room more welcoming.

### **Emergency Admissions**

- Admissions of an urgent nature are accepted in instances where the welfare of the individual might be harmed if the admission is delayed (subject to bed availability); therefore it is possible to admit a client without a full assessment being carried out. In these circumstances as much information as possible will be obtained from the person undertaking the referral, G.P.'s, family and other representatives. Prior assessment visits in these circumstances will not be possible.
- The full assessment will be completed as soon as possible after admission but within 48 hours.
- The emergency agreement is that admission is short term only and that any decision for the placement to become long term would not be made until a full assessment and review had been completed.
- An emergency admission can be accepted providing the person or agency referring the client is able to provide sufficient information for the Manager to determine that the prospective resident needs can be met within the services and facilities offered by the Home.

### **Care Plans**

- On admission, a registered nurse is assigned to each resident who then becomes responsible for the assessment, planning, implementation and evaluation of the resident's individualised care.
- Silverdale Care uses the Care Docs system which is an innovative computer-based care planning and home management system.
- Assessments follow a comprehensive structure that ensures all aspects of a resident's care needs are assessed ensuring holistic, personalised, and person-centred care plans are produced and maintained with ease.
- These plans of care are based on a whole host of risk assessment and assessment tools. We have a mobile laptop unit that ensures care plans are drawn up with the resident (where appropriate) or, with consent, their representative. The care plan offers a comprehensive holistic evaluation of the resident and concentrates on all aspects of physical, physiological and social aspects of the resident's needs.
- Care plans are reviewed monthly or when the individual's care needs change.
- Residents have the right to access all of their personal records kept at the Home. A Resident may nominate someone else such as the next of kin or person holding a Power of Attorney to access the records on their behalf.

### **Health & Well-Being:**

#### **Supporting Residents/Relatives/ Friends**

With consent of the resident, relatives are welcome to help with an individual's care during their stay. Please ask the nurse in charge if you wish to participate in their care so that an appropriate plan can be developed.



## **Medication Management**

Silverdale Care has its own detailed policy on the safe administration/ storage & management of medication. Medication will be administered & dispensed in a respectful and sensitive manner.

Silverdale Care ensures all medication is only administered by registered nurses who are guided by the Nursing & Midwifery council standards for Medicine Management, or specially trained and assessed Senior Health Care assistants. All medications are reviewed by the General Practitioner and/or Nurse Prescriber. All residents will undergo a medication self administration risk assessment.

## **External Providers**

- Residents will have access to a range of health care personnel.
- GP's are available for call outs Monday - Friday. Out of hours' services are provided by MEDS. Advice and consultations can be arranged during the GP visits to discuss medical issues with prior arrangement.
- Most simple diagnostic tests e.g., blood, urine, swabs, are available on site. Such tests are only carried out with consent and by appropriately qualified personnel.
- Domiciliary dentists are available for emergency treatment. Routine appointments need to be made through resident's existing dentists.
- Podiatry services through Manx Care. Private Podiatry services may be arranged by the Home Co-ordinator on your behalf.
- Domiciliary consultations in some areas of mental health and medicine can be arranged where residents are unable to travel to hospital due to infirmities but still need to be assessed or treated.
- All residents have access to local hospital services as required, such as outpatient / inpatient care.
- Domiciliary visits can be available on site such as Wound Care Specialist, Parkinson's Nurse, Community Psychiatric Nurses, McMillan Nurses, Hospice Team, Stoma Care Nurse, Incontinence Advisor and Social Workers.
- Silverdale Care may be able to assist in providing a Physiotherapy Aide service at a fee to be agreed between resident and the therapist.
- Any resident undergoing any form of holistic alternative medicine (aromatherapy and massage) will be under the care of an accredited practitioner.
- Any resident wishing to use the sensory room will have a risk assessment undertaken prior to its first use, to ensure their suitability and well-being is maintained.

## **Other Services Provided Within The Home**

- Hairdressing is available fortnightly for a fee and operates by appointment only
- Daily newspapers for all residents to read are located at the main reception. Individual newspapers can be ordered and delivered by the local newsagent by prior arrangement. Please note this service is chargeable.

## **Catering**

The catering staff provide a high standard of home cooking with a varied and changing menu, combining special diets where required. Individual food preferences (e.g., snacks) may be brought for the residents to enjoy at their leisure. Please check with nursing staff to ensure that any snacks

will not interfere with the resident's medical condition/special diet requirements. Staff will visit daily to offer choices of menu and take residents orders for meals the following day.

Meal times are as follows:	Breakfast	08.30 - 10.00
	Lunch	12.30 - 14.00
	Evening meal	17.00 – 18.30

A snack trolley is also available to provide residents with fluids and a variety of snacks and fresh fruit in between meals.

### **Domestic Services and Laundry**

- All residents' rooms are cleaned daily to a high standard. Due to the high care needs of the residents, accidents may occur following a daily clean, please report any problems so that they may be dealt with immediately.
- Silverdale Care offers its own laundry service for resident's personal clothing.

### **Visiting**

We encourage relatives, friends and other voluntary organisations and ministers of religion to visit us at Silverdale Care during the day. Relatives and friends are always welcome however we respectfully request that visits are held within the normal visiting times of the home. Residents can receive visitors where and when they choose e.g., their bedroom, lounges, in the garden or in the multi-use room if booked. They also have the right to refuse to receive visitors.

The current visiting times are anytime when the residents are not having meals.

Visits during meal times must be by special arrangement with the Registered Manager only.

Tea, coffee, and water are always available to visitors.

- All visitors must wash their hands and sanitise prior entering the home using the facilities provided at the entrance to the home
- Visitors must sign in and out at reception and complete a contact tracing form
- Official visitors must produce identification before being admitted into Silverdale Care and sign the visitors' book. Hand washing and sanitising also applies.

### **Social Activities**

- Residents may go out with relatives/friends whenever they wish as long as they inform the nurse in charge when they are leaving and on returning for the purpose of fire safety. There is a front doorbell to call for attention on return if they need help with a resident.
- We encourage our residents to maintain their interests within the community and to continue any hobbies or leisure past-times they may enjoy.
- There is a library available, which is currently supported by the Mobile Library. In addition, talking books and cassettes are available when required.
- In-house activities will take place on most days including bingo, card groups, singing group, carpet bowls, games, reading, quizzes, hand massage and occupational activities such as chair-based exercises, a sensory relaxation room and beautiful landscaped gardens with raised flower beds for those who like gardening.
- A full monthly activities programme will be published and accessible throughout the home and individual copies for residents will be readily available on request.

### **Data Protection**

Silverdale Care prides itself on the confidentiality/privacy of all of its residents within the home and complies with the Isle of Man's Data Protection Act 2018 and Data Protection (Application of the GDPR) Order 2018. All records will be designed, administered and stored so as to ensure privacy. Resident's records will not be shared outside of anyone concerned with their direct care without their express written permission.

### **Mobile Phones, Photographs and Privacy**

We respectfully request that visitors keep their mobile phone use to a minimum while visiting friends and relatives; this is to avoid creating unnecessary disturbance for other residents and guests.

For the privacy and protection of our resident's no-one is permitted to use mobile phones/cameras in residents' communal areas. No photographs of any kind using a mobile device or camera may be taken anywhere in or around the home or by any member of staff, visitor, relative, resident unless with express permission of the manager and the person involved in the photograph.

### **Faith And Culture**

- All residents are asked on admission about their faith preferences, and funeral arrangements.
- Everyone has the right to continue to attend a place of worship of his or her faith. It is the duty of the Staff in the home to ensure that this is possible. Relatives or volunteers may be used for this purpose. If the resident is incapable of attending their chosen place of worship, then ministers are invited to visit or hold services in the Home. Visits from residents own ministers are always welcome.
- Monthly interdenominational services will be held within the home, Holy Communion will also be available monthly.
- The Home does facilitate the observance of those religious festivals that are appropriate to the faith of the resident. The observance of religious rituals to be carried out prior and post death is respected.

### **Protection & Safeguarding**

- Silverdale Care along with other agencies share the responsibility of providing services to older people who are vulnerable through illness, frailty or disability. Most vulnerable people are supported by committed families or carers on a long-term basis and the question of protection and safeguarding will not arise for the vast majority of people. However, it must be recognised that the complexity of such relationships can on occasion lead to concerns.
- Abusive behaviour of any kind towards residents, relatives or staff, either inside the home or outside will not be tolerated. Silverdale Care Limited holds a zero tolerance level to any form of abuse. Stringent protection & safeguarding, and whistle blowing policies/ procedures are in place to ensure staff, relatives, representatives or outside agencies are encouraged and supported to raise any concerns. Copies of these policies can be obtained from the Administration office. Silverdale Care provides appropriate training to all staff to ensure early detection or risks are identified, reported and dealt with.
- The home's safeguarding lead is the Registered Manager Ana Calado. Please address any concern that you may have to her.
- The Isle of Man Adult Protection team is contactable during office hours on 685969. For out of hours call the Nobles switchboard on 650000 and ask for the on-call adult social worker.

### **Quality Assurance**

- The home has a fully comprehensive Policy and Procedure Manual, which all staff must follow and use as reference. This is reviewed annually, or as when required.

- We implement the 7 Major Service delivery outcomes of the Adult Care Homes Minimum Standards October 2013.
- We will have a Quality Assurance Audit which works alongside the standards that will be distributed to residents, relatives, and or representatives on an annual basis, requesting their comments and views on the service and operation of the home. The consequent feedback contributes to us identifying the areas where there is a potential to improve the service.
- Residents Forums will be planned six monthly to give our clients an opportunity to comment on the operation of the home. Matters of concern can be raised. Contributions and suggestions for inclusion in the activities in the home are encouraged and management can use the meetings to inform the residents of impending events, new policies, and changes taking place in the home and to gain their views.
- The Chef will undertake a menu review and audit every six months to ascertain views on the menus, choice, temperature quality and presentation of the food.
- The home will provide a feedback / suggestions box for any resident / visitor / outsider to place their comments and views, either anonymously or otherwise.
- Dependency audits will be undertaken monthly to ensure staffing ratios are meeting the needs of the residents
- Full Medication audits will be undertaken annually, to ensure each resident are not prescribed unnecessary drug therapies and are on the correct drug regimes.
- Regular three-monthly staff meetings will be held for all disciplines of staff.
- Regular staff supervision will be undertaken for all categories of staff and all staff will undergo an annual staff appraisal.
- The Care Docs system will highlight any care plans that are requiring review.
- The home's complaint procedure will also act as an audit tool to improve care and conditions.
- External audits will be commissioned as requested to ensure an outside perspective is gained into the current working standards of the home.

### **Compliments, Feedback and Complaints Procedure**

Residents, relatives, and friends are encouraged to provide regular feedback on any aspect of their experience of living at Silverdale Care so we may continue to review and improve our service. A general feedback/suggestions box is situated at the main foyer. A compliments book is situated in the front foyer for all relatives/visitors/professionals and staff to comment in.

Whilst we trust that all our residents, relatives or representatives will be satisfied with the quality of the care they receive, there may be occasions when a resident, relative or representative may wish to raise a concern, or make a formal complaint.

- All complaints will be taken seriously and will be acted upon with fairness and due diligence
- Please direct any concern or issues directly to the nurse in charge of the shift at the time. It is hoped that a discussion with the person in charge of the shift will resolve any issue immediately. The complaint will be recorded in the complaints log and the residents care notes.
- We aim to respond within 48 hours of the complaint being made, with a final reply within 28 days. This will include any findings, and action plan if appropriate.

Residents are entitled to involve an impartial third party in the complaint procedure if they wish, and residents and their representatives are entitled to take their complaints to authorities outside of the home such as the Registrations & Inspections Unit (DHSC):

Registrations and Inspection unit  
Department of Health & Social Care  
First Floor Belgravia House  
34-44 Circular Road  
Douglas  
Isle of Man  
IM1 1AE  
Tel: 01624 642422

Email: [randi@gov.im](mailto:randi@gov.im)

Health and Care Association  
Tel: 01624 425326

Email: [office@iomhaca.im](mailto:office@iomhaca.im)

This **statement of purpose** has been produced in line with the requirements of the legislation regulation of care Act 2013 and guidance that we are measured by. It includes information about how Silverdale Care Limited is to meet the Adult Care Homes minimum standards 2013 as set by the Registration & Inspection Unit.

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Silverdale Care Limited – Lines of Responsibility

