

STATEMENT OF PURPOSE

This Statement of Purpose has been produced in reference to Regulation 12 of the Care Quality Commission (Registration) Regulation 2009 in accordance with and outlines the services provided at [Buttercup House Care Home](#)

1. Provider Details

Service Name: Buttercup House Care Home
Address: 12 Radstock road, Southampton, SO19 2HP
Telephone: 02380448982 option2
Email: Shivam.nagpal1@nhs.net

Provider: Shivron Care home ltd
Registered Manager: Mr Shivam Nagpal [[CQC application submitted](#)]

Regulated Activity:

- Accommodation for persons who require nursing or personal care (non-nursing residential care)
-

2. Statement of Purpose and Legal Framework

Buttercup House Care Home operates in compliance with the **Health and Social Care Act 2008** and associated regulations, including:

- **Regulation 9** – Person-centred care
- **Regulation 10** – Dignity and respect
- **Regulation 11** – Need for consent
- **Regulation 12** – Safe care and treatment
- **Regulation 13** – Safeguarding service users from abuse and improper treatment
- **Regulation 14** – Meeting nutritional and hydration needs
- **Regulation 15** – Premises and equipment
- **Regulation 17** – Good governance
- **Regulation 18** – Staffing
- **Regulation 19** – Fit and proper persons employed
- **Regulation 20** – Duty of candour

The service is regulated and inspected by the Care Quality Commission (CQC) and aims to meet the five key domains of:

Safe, Effective, Caring, Responsive, and Well-led.

3. Service Description

Buttercup House Care Home is a residential care home providing accommodation and personal care for up to **20 residents**, with an application in progress to increase capacity to **28 residents**.

The service supports adults aged **65 years and over**, specialising in care for individuals living with **dementia and associated cognitive impairments**. The home provides **non-nursing care** for individuals with a range of needs, including those with complex behaviours.

4. Aims and Objectives

The service aims to:

- Deliver **person-centred care** in accordance with Regulation 9
- Promote **privacy, dignity, and respect** in line with Regulation 10
- Ensure valid **consent** is obtained in accordance with the **Mental Capacity Act 2005**
- Provide **safe care and treatment** through effective risk management (Regulation 12)
- Safeguard residents from abuse (Regulation 13)
- Maintain effective governance and continuous improvement (Regulation 17)

We are committed to enabling residents to live fulfilling lives, maintaining independence wherever possible.

5. Service User Needs

Buttercup House Care Home provides care for individuals with:

- Alzheimer's disease and other forms of dementia
- Cognitive impairment and memory loss
- Age-related frailty
- Mental health needs associated with ageing
- Behaviours that may challenge
- End-of-life care needs (where appropriate and in partnership with external professionals)

All admissions are subject to a **comprehensive pre-admission assessment** to ensure compatibility with the service and safe delivery of care.

6. Facilities and Environment (Regulation 15)

The home provides a safe and suitable environment that meets the requirements of Regulation 15, including:

- Dementia-friendly design features (clear signage, colour contrast, orientation aids)
- Secure access and risk-managed environment
- Communal and private spaces to support choice and independence
- Adapted bathrooms and mobility aids
- Access to outdoor space – landscaped – [dementia friendly garden](#)

The environment is regularly assessed to ensure it remains safe, suitable, and supportive of residents' needs.

7. Staffing (Regulations 18 & 19)

Buttercup House employs sufficient numbers of suitably qualified, competent, skilled and experienced staff to meet residents' needs.

- Staff are recruited in line with **safe recruitment practices** (Regulation 19)
- All staff complete induction aligned with the **Care Certificate**
- Ongoing training includes dementia care, safeguarding, moving and handling, infection control, and medication management
- Staff receive regular supervision, appraisal, and competency assessments

Staffing levels are reviewed regularly to ensure safe and effective care delivery.

8. Care Planning and Delivery (Regulation 9 & 12)

Care is delivered in a **person-centred manner**, with each resident having an individualised care plan that reflects:

- Assessed needs and risks
- Personal preferences, history, and routines
- Physical, emotional, and social wellbeing

Care plans are:

- Developed with involvement from residents and/or their representatives
 - Reviewed regularly and updated as required
 - Supported by risk assessments to ensure safe care delivery
-

9. Safeguarding (Regulation 13)

The service has robust safeguarding systems in place to protect residents from abuse and neglect.

- Staff are trained in safeguarding and whistleblowing procedures
 - Concerns are reported in line with local safeguarding authority protocols
 - A culture of openness and transparency is promoted
-

10. Consent and Capacity (Regulation 11)

Buttercup House operates in accordance with the **Mental Capacity Act 2005** and **Deprivation of Liberty Safeguards (DoLS)**.

- Capacity is assessed where required
 - Best interest decisions are made appropriately
 - Restrictions are applied lawfully and proportionately
-

11. Nutrition and Hydration (Regulation 14)

Residents are supported to maintain adequate nutrition and hydration.

- Individual dietary needs are assessed and monitored
 - Special diets and preferences are accommodated
 - External professionals are involved where required
-

12. Quality Assurance and Governance (Regulation 17)

Buttercup house care home operates effective systems to assess, monitor, and improve quality and safety, including:

- Regular audits and checks
 - Monitoring incidents, accidents, and complaints
 - Seeking feedback from residents, relatives, and professionals
 - Continuous improvement planning
-

13. Duty of Candour (Regulation 20)

Buttercup House is committed to openness and honesty.

- Residents and families are informed of any notifiable incidents

- Apologies and explanations are provided where appropriate
 - Lessons learned are embedded into practice
-

14. Complaints

The service has an accessible complaints procedure.

- Complaints are investigated promptly and fairly
 - Outcomes are shared with complainants
 - Learning is used to improve service quality
-

15. Dementia Specialist Philosophy of Care

Buttercup House Care Home delivers specialist dementia care based on best practice principles:

- Person-centred approaches
- Understanding behaviour as communication
- Structured routines and meaningful engagement
- Promoting dignity, identity, and independence

The service aims to create a **supportive, calm, and familiar environment** that enhances the wellbeing of individuals living with dementia.

16. Review of Statement of Purpose

This Statement of Purpose is reviewed regularly and updated in line with changes to legislation, guidance, or service provision.