

Statement of Purpose 2025

Health and Social Care Act 2008, Regulation 12, schedule 3

The provider's business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008

1. Provider's name and legal status

Full name	Kingsleigh House Nursing Care Home					
CQC provider ID	1-22649457908					
Legal status	Individual	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Organisation	<input checked="" type="checkbox"/>

2. Provider's address, including for service of notices and other documents

Business address	Kingsleigh House 78 Berrow Road
Town/city	Burnham-on-Sea
County	Somerset
Post code	TA8 2UD
Business telephone	01934 805830
Electronic mail (email)	kingsleigh@elboroughcares.co.uk

Statement of purpose



Kingsleigh House is our nursing home, based in Burnham-on-Sea which has been developed through comprehensive research, a drive for delivering excellent care and providing a service which supports, enables and empowers people.

At Kingsleigh House we put people using services at the heart of everything we do. We do this by:

- Promoting independence
- Respecting dignity
- Providing respite care
- Promoting people's well-being
- Promoting outcome-focused care and support
- Providing a pathway from hospital to the home

Central to our mission at Kingsleigh House is the belief that every individual deserves to live with dignity and respect.

Our aim is to create a supportive community where each person's unique abilities and needs are recognised and celebrated. We will be developing an environment for people with a mental health diagnosis, physical health needs, Alzheimer's, dementia and treatment of disease, disorder and injury.

Kingsleigh House encourages growth, autonomy, and social integration. We strive to enhance people's quality of life and promote happiness and fulfilment.

Our objectives align closely with the CQC's quality statements, focusing on person-centred care, effective treatment, safety, and continuous improvement. Our care plans are individually tailored to meet people's specific needs and preferences, promoting their physical, emotional, and psychological well-being. Respect and dignity are fundamental values that guide our interactions and care practices.

We prioritise people's rights, ensuring they are treated with compassion, empathy, and understanding in every aspect of their daily lives. Staff are trained to uphold these principles, promoting an inclusive and supportive environment where people feel valued and respected.

Effective communication and collaboration are key components of our approach. We work closely with people, their families, and multidisciplinary teams to develop and review care plans that reflect people's evolving needs and preferences.

We ensure that care remains responsive and adaptive, promoting positive outcomes and enhancing people's quality of life.

We maintain robust safeguarding procedures to protect vulnerable people from harm and to ensure their physical and emotional well-being. Regular risk assessments, staff training in safeguarding practices, and adherence to health and safety guidelines contribute to a comfortable environment where people feel safe and supported.

We actively seek feedback from people, their families, and from staff to identify areas for enhancement and innovation. Through regular audits, quality reviews, and participation in external assessments, we evaluate our performance against industry benchmarks and implement best practices to drive ongoing improvements in care delivery and service provision.

We invest in ongoing training for our staff, ensuring they have the skills, knowledge, and compassion required to support people with complex needs effectively. Training programs encompass areas such as autism awareness, positive behavioural support, communication strategies, and person-centred care planning.

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We strive to be a beacon of excellence in the community, advocating for people's rights and well-being.

We engage with local authorities, advocacy groups, and healthcare professionals to promote best practices and contribute to policy development that supports people's needs.

Through adherence to our mission, aims, and objectives, we strive to provide a service where people thrive, and families have peace of mind.

Integrating 'Think Local Act Personal' (TLAP) principles into our approach for adults with a mental health diagnosis, Alzheimer's / dementia and/or physical disabilities is fundamental to our organisational strategy. We prioritise person-centred planning by developing individualised care plans in collaboration with people using the service, families, and support networks. Our commitment to promoting independence is central to everything we do.

At Kingsleigh House we facilitate opportunities for people to engage in daily activities based on their abilities, while supporting their participation in community events and educational opportunities. By fostering community integration, we aim to enhance social inclusion and access to local resources, building partnerships with community organisations and healthcare providers. Flexibility is key in our support options, accommodating people's changing needs and preferences over time.

Our highly trained and experienced staff regularly review care plans to reflect people's goals and to ensure they have access to the best possible care. Advocating for people's rights within the local community is an important part of what we do. We promote awareness of disability rights, provide access to advocacy services, and empower people to voice their opinions and make informed decisions about their care.

We prioritise not only people's physical well-being but also their fundamental right to freedom of speech. We believe that each person's voice is invaluable and should be heard and respected. Our service fosters an environment where people can freely express their thoughts, opinions, and needs, whether through structured activities like discussion groups or via informal conversations with staff and peers. By championing open communication and active listening, we ensure that people feel empowered and valued, which significantly enhances their overall quality of life and sense of belonging.

We actively seek feedback to enhance service delivery. We engage in learning from best practices, and we collaborate with stakeholders to achieve the highest standards of care. Cultural competence and diversity are fundamental to our approach. We respect and celebrate people's cultural backgrounds, beliefs, and identities, ensuring that our care practices are sensitive and inclusive. By embracing TLAP principles, we strive to create a supportive environment where people can thrive, make choices, and lead fulfilling lives, in a community that values their individuality and wellbeing.

Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure that no-one will be victimised for making a complaint, we encourage individuals to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to significant issues. We encourage people to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset someone should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

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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 12 hours 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.
- Individuals are entitled to involve an impartial third party in the complaint procedure if they so wish.
- Representatives may take their complaints to persons in authority outside the company. For individuals funded all or in part by Social Services or the Clinical Commissioning Group, complaints may in the first instance be directed to them. For privately funded individuals, a range of advocacy services are available locally and they will be happy to help you deal with the complaint.
- For general feedback, you can contact the CQC on 0300 061 6161.

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Name of location	Kingsleigh House			
Address	78 Berrow Road Burnham-on-Sea			
Postcode	TA8 2UD			
Telephone	01934 805830			
Email	kingsleigh@elboroughcares.co.uk			
The information below is for location no.:	1	of a total of:	1	Locations

Description of the location (The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc.)	
<p>Kingsleigh House is a 21-bed nursing home located in the beautiful seaside town of Burnham-on-Sea. Burnham-on-Sea is a thriving coastal town boasting four superb beaches and three lighthouses, not to mention Britain's shortest pier. With seven miles of golden sands stretching between the resorts of Burnham-On-Sea and Brean, it is one of the best regions of Britain for taking beach holidays.</p> <p>Kingsleigh House is well equipped with gardens, ample parking space, and is accessible for people with special needs. Appropriately skilled and qualified staff are employed to meet the individual needs of people using the service.</p>	
No of approved places / overnight beds (not NHS)	21

CQC service user bands The people that will use this location ('The whole population' means everyone).				
Adults aged 18-65		Adults aged 65+	X	
Mental health	X	Sensory impairment		
Physical disability	X	People detained under the Mental Health Act		
Dementia	X	People who misuse drugs or alcohol		
People with an eating disorder		Learning difficulties or autistic disorder		
Children aged 0 – 3 years		Children aged 4-12		Children aged 13-18
The whole population		Other (please specify below)		

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N/A

The CQC service type(s) provided at this location	
Acute services (ACS)	<input type="checkbox"/>
Prison healthcare services (PHS)	<input type="checkbox"/>
Hospital services for people with mental health needs, learning disabilities, and problems with substance misuse (MLS)	<input type="checkbox"/>
Hospice services (HPS)	<input type="checkbox"/>
Rehabilitation services (RHS)	<input type="checkbox"/>
Long-term conditions services (LTC)	<input type="checkbox"/>
Residential substance misuse treatment and/or rehabilitation service (RSM)	<input type="checkbox"/>
Hyperbaric chamber (HBC)	<input type="checkbox"/>
Community healthcare service (CHC)	<input type="checkbox"/>
Community-based services for people with mental health needs (MHC)	<input type="checkbox"/>
Community-based services for people with a learning disability (LDC)	<input type="checkbox"/>
Community-based services for people who misuse substances (SMC)	<input type="checkbox"/>
Urgent care services (UCS)	<input type="checkbox"/>
Doctors' consultation service (DCS)	<input type="checkbox"/>
Doctors' treatment service (DTS)	<input type="checkbox"/>
Mobile doctor service (MBS)	<input type="checkbox"/>
Dental service (DEN)	<input type="checkbox"/>
Diagnostic and or screening service (DSS)	<input type="checkbox"/>
Care home service without nursing (CHS)	<input type="checkbox"/>
Care home service with nursing (CHN)	X
Specialist college service (SPC)	<input type="checkbox"/>

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Domiciliary care service (DCC)	<input type="checkbox"/>
Supported living service (SLS)	<input type="checkbox"/>
Shared Lives (SHL)	<input type="checkbox"/>
Extra Care housing services (EXC)	<input type="checkbox"/>
Ambulance service (AMB)	<input type="checkbox"/>
Remote clinical advice service (RCA)	<input type="checkbox"/>
Blood and Transplant service (BTS)	<input type="checkbox"/>

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in part 1
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1. Manager's full name	Mr Nqabutho Sibanda
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2. Manager's contact details	
Business address	Kingsleigh House 78 Berrow Road
Town/city	Burnham-On-Sea
County	Somerset
Post code	TA8 2UD
Business telephone	01934 805830
Manager's email address	
Nqabutho.sibanda@elboroughcares.co.uk	

3. Locations managed by the registered manager at 1 above	
Name(s) of location(s) (list)	Percentage of time spent at this location
Kingsleigh House 78 Berrow Road Burnham-on-Sea TA8 2UD	100%

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4. Regulated activity(ies) managed by this manager		
Personal care	<input type="checkbox"/>	
Accommodation for persons who require nursing or personal care	<input checked="" type="checkbox"/>	
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Treatment of disease, disorder, or injury	<input checked="" type="checkbox"/>	
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Surgical procedures	<input type="checkbox"/>	
Diagnostic and screening procedures	<input type="checkbox"/>	
Management of supply of blood and blood derived products etc.	<input type="checkbox"/>	
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Maternity and midwifery services	<input type="checkbox"/>	
Termination of pregnancies	<input type="checkbox"/>	
Services in slimming clinics	<input type="checkbox"/>	
Nursing care	<input type="checkbox"/>	
Family planning service	<input type="checkbox"/>	

<p>5. Locations, regulated activities and job shares</p> <p>Where this manager does not manage all the regulated activities ticked / checked at 4 above at all the locations listed at 3 above, please describe which regulated activities they manage at which locations below.</p> <p>Please also describe below any job share arrangements that include or affect this manager.</p>
N/A

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Additional Contacts:

<p><u>Director of Social Services:</u></p> <p>North Somerset Council Town Hall Weston Super Mare North Somerset BS23 1UJ Phone: 01275888801</p>	<p><u>Care Quality Commission:</u></p> <p>CQC National Correspondence Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA. Phone: 03000 616161</p>
<p><u>Local Integrated Care System:</u></p> <p>NHS Bristol, North Somerset & South Gloucestershire ICS South Plaza, Marlborough Street, Bristol, BS1 3NX Phone: 0117 976 6600</p>	<p><u>The Local Government and Social Care Ombudsman:</u></p> <p>PO Box 4771, Coventry, CV4 0EH. Phone: 0300 061 0614 https://lgo.org.uk</p>

Advocates

Residents at Kingsleigh House 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:

North Somerset Advocacy Services.

The Advocacy People
 PO Box 375, Hastings,
 East Sussex, TN34 9HU
 Phone: 0330 440 9000
 Email: info@theadvocacypeople.org.uk
<https://www.theadvocacypeople.org.uk/service-delivery-areas/north-somerset>

SWAN Advocacy Services

Phone: [03333 447928](tel:03333447928)
 Email: reception@swanadvocacy.org.uk

Bristol Mind

35 Old Market St,
 Bristol, BS2 0EZ
 Phone: 0117 980 0370

Healthwatch North Somerset

(Bristol, North Somerset, South Gloucestershire)
 Phone: 07944369180
 Email: contact@healthwatchnorthsomerset.co.uk

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Privacy and Dignity

We always aim to respect your privacy and dignity. Please speak out or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

Individual's Privacy

All individuals have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of Kingsleigh House respect the rights of individuals to make telephone calls without being overheard or seen by a worker.

Records will be designed, used, and stored to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the individual'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 individual.

Individual's Dignity

Your dignity is a matter of prime importance to us, and all staff receive training in this area. You will be asked for the name by which you wish to be addressed, and this name will be recorded on your supported Individual Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname. Staff are trained to be sensitive to your feelings when in company. Kingsleigh House seeks to reduce any feelings of vulnerability which supported individuals may have because of disability or illness.

Reporting Safeguarding Issues

Cornwall

Online Safeguarding Referral – Call 01872 326433

South Gloucestershire

South Gloucestershire Safeguarding Adults Board – Call 01454 868007

Devon

Devon Safeguarding Adults Partnership – Complete a form

North Somerset

NSSAB – North Somerset Safeguarding Adults Board – Call 01275 888801

ii) NSSAB safeguarding concern referral form

Somerset

Complete an EHA – Early Help Assessment on www.professionalchoices.org.uk
Somerset Safeguarding Adults Board – Call 0300 123 2224

ii) Somerset Council - Complete Safeguarding Alert Form

Bristol

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Bristol City Council – Call 0117 922 2700

ii) Complete a form