

Greentree Enterprises

Statement of Purpose And Service Users Guide

**Clarendon House
Birmingham Rd
Allesley
Coventry
CV5 9BA**

Registered Manager:

Angela Bennett

Clarendon House is owned and operated by Greentree Enterprises Ltd, Orchard Grange,
Birmingham Rd., Millisons Wood, Nr. Coventry. CV5 9AG

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1. A DESCRIPTION OF THE CARE HOME AND THE PHYSICAL ENVIRONMENT

Clarendon House is located on the edge of Allesley Village. It is approximately half a mile from village shops and facilities. These include a post office, newsagents, public house, hairdressing salon and food store. Between the shops and Clarendon House is the Doctor's surgery. Due to the location of the home you may find that your GP will not be able to continue to look after your needs. We have however over 15 years experience with the village Doctor in looking after medical needs of the elderly.

Whilst Clarendon House overlooks the A45 it is not disturbed by it and the traffic can hardly be heard from the rear garden and courtyard. The Golf course opposite offers a peaceful outlook. Clarendon House has:

- The Use of a company Minibus.
- A Fire alarm system, fire doors to all rooms and clear signage telling you where to go in an emergency.
- A large Lounge overlooking the front and rear gardens.
- A smaller visitors lounge.
- A conservatory leading to the courtyard area.
- 18 Single bedrooms with en-suite facilities (a single and wc)
- 1 Single bedroom
- 2 twin bedrooms.
- All bedrooms have a TV point, your own key to your door, a lockable piece of furniture and most have a telephone point. The radiators are fitted with a cover for your protection but are adjustable by you using the thermostatic valve.
- A new lift to all floors.
- A laundry.
- 3 Bathrooms with walk in showers or bath with a hoist.
- A hairdressing sink for the bi-weekly visiting hairdresser.
- Nurse call point in every room.

All the bedrooms are provided with furniture. However, should you wish to, we could remove any or all of these to accommodate your own furniture. The rooms are cleaned every day and all items are checked by staff for safety. If your room is on the 1st floor or higher, your window will be restricted to allow opening but not wide enough for you to fall through. The cost of living at Clarendon House includes laundry of your clothes and linen. It does not include specialist cleaning such as dry cleaning. This we can arrange for you at cost.

2. AIMS OF THE HOME

To provide personal care, as defined by Section 49 of the Health & Social Care Act 2001, to elderly people, of both sexes, over the age of 65. This may be provided on either a respite or permanent basis.

We aim to foster an atmosphere of care and support that both enables and encourages our residents to live as full, interesting and independent a lifestyle as possible with rules and regulations being kept to a minimum. Our values of privacy, dignity, compassion and understanding are a reflection of our thoughts on how we would like to be treated if in their situation.

We value highly, the commitment, diligence and quality of our staff and are committed to developing our employees and hope they derive satisfaction from their work. We ensure, that through continuous training of our staff, their working environment and the environment of the clients, is one that is conducive to the ideal of excellent care in a familiar and happy environment. This aim extends and includes the physical, emotional and psychological care of the elderly.

Core Aims:

1. That All clients maintain a desire to reside at Clarendon House. In the event of Greentree Enterprises being incapable of maintaining an environment capable of this, we will change, adapt and alter; procedures, practices and systems and make every effort to succeed in this aim. If we fail in this task we will assist the client in his/her search for new accommodation if that is so desired.
2. To provide, monitor and review where necessary the care we provide for clients to ensure that they are socially, physically, intellectually, culturally, emotionally and sexually able to enjoy life.
3. If clients become incapable (through ill health) of sound choice, to find external mediators who can act as an independent means of assessing clients needs and desires.
4. To provide as many suitably trained staff as is necessary to maintain the best health and well-being as is possible. To seek medical help for clients as and when it is deemed necessary.
5. To provide and encourage daily activities i.e. books, television, board games, artistic activities i.e. making cards, drawing. Physical activities i.e. exercises or yoga. Providing staff are available, shopping trips on request, a minimal charge would be incurred by the client. There is a minibus available.
6. To encourage hobbies, and activity amongst clients to facilitate their independence, religious and cultural needs and promote daily living skills.

3. OUR QUALITY POLICY

Clarendon House is committed to providing quality services for residents by caring, competent, well-trained staff in a homely atmosphere.

This will be achieved by:

- a. An ongoing Staff development programme.
- b. Recruitment of staff who share our values and will create a homely atmosphere.
- c. Providing such resources as may be required to ensure that training takes place and is effective.

Our Home will provide services based upon consultation and assessment of the residents' needs.

This will be achieved by:

- a. Listening to staff, residents and others with an interest in the Home.
- b. Ensuring that assessments are made which balance risks and needs.
- c. Promoting a level of responsible risk-taking in daily living activity.
- d. The operation of an effective care planning system.

Our Home will involve residents in the planning and review of the services that are provided for them to ensure that their needs are met.

This will be achieved by:

- a. Enabling and empowering residents to influence the services provided in the Home by giving each resident a real say in how services are delivered.
- b. Encouraging residents to become involved in all decisions that are likely to affect them, either now or in the longer term.

Our Home will consult people about their satisfaction with the service and suggestions for improvement.

This will be achieved by:

- a. Residents' consultation and satisfaction surveys.
- b. Residents' and staff meetings.
- c. Management review of our Quality Management System.

Our Home will provide catering services which meet the expectations of residents.

This will be achieved by:

- a. Planned, structured menus that include residents' wishes, choices and preferences.
- b. Menus that are nutritionally balanced in the view of a qualified dietician.
- c. Menus that allow residents to change their food choices.

Our Home will ensure that residents are fully informed about all matters that might affect their well-being.

This will be achieved by:

- a. Residents' meetings.
- b. Key worker support.
- c. Provision of notice boards or other displays that inform residents.

Our Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home.

This will be achieved by:

- a. An Equal Opportunities Policy & Procedure.

Our Home will ensure that the Home is a safe and secure place to live.

This will be achieved by:

- a. Ensuring that the physical environment meets all Health and Safety standards.
- b. Providing each resident with their own front door key unless there are agreed reasons for not doing so.
- c. Providing each resident with a safe and secure place to store his or her valuables.

Our Home will offer a range of social activities that meet the needs of the residents.

This will be achieved by:

- a. Ensuring that activities are offered to each resident, which are appropriate to their needs, abilities or expressed wishes.
- b. Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.
- c. Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.

4. RESIDENT'S RIGHTS

- The right to be called by the name of your choice.
- The right to care for yourself as far as you are able.
- The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- The right to personal privacy at all times and a right to lock your own room door.
- The right to invite whoever you choose into your room.
- The right to independence.
- The right to have your dignity respected and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- The right to live your chosen lifestyle.
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.
- The right to take an active part in any decisions about daily living arrangements that affect your life.
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this.
- The right to look after your own medicines.
- The right to control your own finances, if you are able to do so.
- The right to make personal life choices such as what food you eat and what time you get up and go to bed.
- The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- The right to participate in voting at elections.

5. NUMBERS, QUALIFICATIONS AND EXPERIENCE OF STAFF

“Our Home is staffed in accordance with the requirements of Regulation 18 of the Care Homes Regulations 2001. In particular, we will ensure that as is reasonably possible there will be suitably qualified, competent and experienced staff in sufficient numbers as are appropriate for the health and welfare of residents. In addition, the Homes staffing requirements has been approved by the National Care Standards Commission as part of the process of registration of the Care Home.

Full details of Names, qualifications and experience of our staff is held in our List of Staff Employed in the Home, which is in **Appendix 8** at the back of this document.

Information regarding the registered Home manager

The Care Home Manager is fully qualified for the purposes of registration as a care home manager. She has attained the following qualifications:

- Registered Manager’s Award NVQ IV
- Post Nominal Title in Care Management (AinstLM)
- Holistic Dementia Care.
- Continance Awareness.
- Pressure Sore Prevention.
- Manual Handling Trainer.
- Train the Trainer.
- Food & Hygiene.
- Certificate in Care Practices.
- Certificate in Safety Compliance.
- Workplace 1st Aider.
- A Clean and Current Criminal Records Bureau Check

She has 5 years Care experience and 4 years Care Management Experience and has managed care for both Elderly and Elderly with Dementia (EMI).

Information relating to the registered provider

Greentree Enterprises Ltd of Orchard Grange, Birmingham Road, Millisons Wood, Coventry. CV5 9AG is the parent company for this home. Mr Heath Tredell is the Managing Director of the company and undertakes the required Regulation 26 visits on Quality. He can be contacted at the head office on 01676 523966. Mr Tredell is also the responsible person for the company and had 19 years care experience and is hold a number of care and business qualifications to NVQ IV and Degree standard. An organisation structure document is contained in Appendix 9 at the back of this document.

6. AGE RANGE AND SEX OF SERVICE USERS

Our Home provides care services for 23 people aged over 65 years for both male and female clients. The accommodation is provided in 19 Single rooms of which 18 have en-suite facilities and 2 twin rooms. As at June 27th we provide accommodation for 9 female and 5 male residents. Their ages range from 72 to 107.

7. RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET

Clarendon House is currently being re-registered due to its recent expansion. It currently is registered for 20 people in Category OP (Old Age not falling into any other group) with the Commission for Social Care Inspection. When the re-registration has been completed it will be registered for 23 people in category DE/E (Dementia-over 65 years of age)

8. WHETHER NURSING CARE IS TO BE PROVIDED

Our Home does not provide nursing care for residents in the Home. This means that we are not required to staff our Home in accordance with Regulation 18 (3) – Care Homes Regulations 2001 in respect of ensuring that at all times a suitably qualified registered nurse is working in the Home.

9. ARRANGEMENTS FOR RESPECTING PRIVACY AND DIGNITY

All staff are instructed, as part of their induction, to respect residents and preserve their dignity at all times. Arrangements for ensuring that our residents are treated with respect and dignity are clearly shown in all our policies, procedures and actions.

10. MEALS

Our fully qualified catering staff, in consultation with a nutritionist, will carefully prepare your meals; meals are as interesting and varied as possible. Residents are offered choices each day and special diets including Low Salt, Diabetic and vegetarian will be catered for.

The day usually begins with an early morning cup of tea, coffee, Ovaltine, fruit juice or milk followed by a choice of cereals, boiled eggs or porridge. This is served with toast with Jam or Marmalade. The toast is made with both brown and white bread and you are free to choose your preference. Mid-morning tea/coffee/cold drinks and cake/biscuits are offered.

At Lunchtime a two-course meal is offered usually with a cold drink. The choice is checked with you in the morning of the day the lunch is served. Mid-afternoon tea/coffee/cold drinks and cake/biscuits are also offered.

A two-course Evening meal is served with hot or cold drink. Hot and cold Evening drinks and supper snacks are also served usually until 10pm. The supper snacks are items such as sandwiches, crackers and cheese, bread and butter and crisps, fresh fruit, biscuits or scones. Should you wake in the night and feel thirsty or hungry the staff on duty can arrange a drink or light snack should you want one.

All meals, snacks, supplements and drinks are provided within the fees for service. Special diets are catered for and advice of the dietician is sought where necessary. Limited quantities of alcohol are offered at special occasions but can be kept either by you in your room or by the home. Such drinks will be labelled so that other people do not inadvertently help themselves to your drinks. If you wish you can have a fridge in your room for your beverages although the home does not supply this.

Whilst every effort is made to provide for individual resident's preferences the Home does not provide an 'a la carte menu'.

11. MEDICAL CARE - QUALIFIED NURSING AND CARE STAFF

Staff are always on duty to plan and supervise resident's care, ensuring the highest standards at all times. The Home's GP also calls weekly, or more frequently as required, although residents may of course retain their own Doctor if this is practical. Community nurses and primary care team staff will visit residential care residents as appropriate.

12. OPTICIAN AND DENTIST

An optician and dentist visit regularly although you are free to make appointments outside if you prefer.

13. PHYSIOTHERAPY

The home benefits from having its own physiotherapist and a visit/treatment can be arranged and charged at cost.

14. CHIROPODY

A private chiropodist visits the Home weekly and is charged for separately.

15. HAIRDRESSING

Hairdressing services visit weekly at an additional charge. Clarendon House has a salon sink for this use although you are free to go out to a hairdresser if you wish.

16. PERSONAL TELEPHONES

Our Home has a number of telephone lines entering the Home via a digital switchboard. The telephone and fax numbers are:

Telephone: 024 7640 4067

Facsimile: 024 7640 4067

Residents are able to avail themselves of a direct dial telephone in their room at the following rates:

- Local calls = 10p per minute.
- National Calls = 10p per minute
- Mobile & International = 50p per minute

Residents have access to a public pay phone in the reception. Incoming calls can be taken to the resident, using the home's cordless phone. Residents having personal mobile phones are acceptable within the Home but should only be used in a private area as this may disturb other residents or interfere with pacemakers.

17. ADMINISTRATION SUPPORT

Administrative support is available to the Home and residents who may require a letter to be typed can avail themselves of this service.

18. BENEFITS ADVICE

Can be provided via the Manager / Home's Administrator. Information about benefits can be obtained from specialist advisers and the government. Contact details are contained at the back of this document.

19. SHOPPING

Where appropriate we encourage residents to go shopping on their own, with relatives or a staff member. Where this is difficult staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance Policy and Procedure.

20. LAUNDRY

Is undertaken within the Home within the normal fees for service. The laundry equipment achieves the Care Standards and the 1998 Water Regulations.

The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not so marked. There are no facilities for residents to do their own laundry.

21. DRY CLEANING

Can be provided at cost plus a service charge and can be arranged through reception.

22. KITCHEN FACILITIES

Are built to the standards laid down by the Environmental Health Department. The Kitchen is managed by the Catering Manager.

These facilities are not accessible to residents owing to Health & Safety and Food Hygiene Regulations. Residents can avail themselves of drinks and snacks at most times by requesting these from care staff.

After a risk assessment, which is reviewed regularly, residents may be allowed to have a kettle and tea/coffee making facilities in their rooms.

23. ARRANGEMENTS FOR REVIEWING YOUR PLAN OF CARE

Our Home operates a full care planning and review system. Before admission you will be fully assessed and asked about your needs and plans. This forms the basis of the decision to care for you. On admission each resident is assessed and a plan of care formulated. This plan will cover all areas of a resident's life and will not focus purely on problems and physical matters but aim to enhance the resident's quality of life. A pen picture of their life history including interests and activities is produced for each resident.

24. ARRANGEMENTS FOR RESIDENTS TO ATTEND RELIGIOUS SERVICES

Our Home takes all reasonable steps to ensure that each resident wishes are known and understood in relation to the practice of their chosen religion. Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

25. ARRANGEMENTS FOR SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Our Home is able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests. Resident's individual wishes regarding involvement in activities will be respected. A balance must be struck between gentle encouragements and respecting wishes not to participate.

The Home does not employ a dedicated activity organiser but rather each shift takes responsibility for implementing the activity either determined by the activities rota or by request by residents. The range of activities available is set out below:

- Bingo, Board Games.
- Words Games (Hangman,
- Balloon / Ball / Bean Bag Games.
- Entertainers
- Visits (pub, theatre, parks, events) using minibus
- TV, Radio, Sing-a-longs, Exercise to Music.

26. ARRANGEMENTS FOR PETS

Pets can often enhance the quality of life for the ageing and the ill. However there are concerns that a client may catch an infection from a pet, especially if the client's immunity is reduced through age, illness or therapy or if the member of staff may be pregnant. Greentree Enterprises Ltd recognise that sensible precautions can reduce this risk to an acceptable level. To reduce this risk Greentree Enterprises will: -

- Only accept types of animals allowed for the purposes of pet 'therapy' only. (Only mature house trained pets are acceptable).
- Ensure that their control and permitted behaviour is maintained while on the premises.
- That pets do not interfere with entry to and passage through the premises, particularly near fire escapes.
- There are well-understood areas where pets are not allowed (e.g. in the kitchen, near fire escapes, food stores etc or where other clients are becoming distressed by the pet's presence).
- Ensure that there is insurance liability of owners and handlers.

27. ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME

Our Home is committed to ensuring that residents are fully consulted about matters which are significant to the running of the Home or about matters which might affect their well being or quality of life. We have a resident's committee and the management and staff are available to listen to the views of residents.

28. ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

Our Home actively encourages resident to maintain all forms of social contact that they enjoyed before moving into our Home. We will assist residents to maintain contact if requested. This is a resident's Home and hence, subject to the resident's wishes, visitors are, within reason, generally welcome at any time.

Normal visiting is encouraged between: 8:30 am and 9:00pm

All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. Visitors should be made aware that this is to comply with Health & Safety legislation and Fire Regulations. Residents can usually receive visitors in their own room or in one of the lounges or, outside meal times, in one of the dining rooms.

Visitors wishing to take residents off the premises should speak to the Senior Member of staff or Senior Nurse on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the resident. This needs noting in the Visitors Book on

departure and return. Relatives and friends are encouraged to attend social events such as resident's Christmas Party, Summer Fair, entertainment evenings etc.

29. ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Our Home welcomes any Comments, Concerns or Complaints about the services delivered or how to improve the running of the Home. Complaints or Concerns about the service provided within any Home will be treated seriously. If a resident or relative requires help to make a complaint then they should be afforded advice about potential advocates.

30. RESIDENT'S PROPERTY

The Home will not accept any liability whatsoever for loss of or damage to any money or other valuable property kept (or said to be kept) by the resident in or about the Home unless such money or property shall have been:

- Identified to the Home in writing with a current written valuation.
- Deposited within the Home's safe for safekeeping.

PROVIDED THAT in the case of money liability will not be accepted unless the money is deposited with the Home for safekeeping and in no event whatsoever for sum exceeding £500 (of which not more than £50 may be other than deposited with the Home for safekeeping) and in the case of all other property the Home's liability in respect of any item shall not exceed £500. For items above £500 the individual resident is solely responsible for a separate insurance policy to cover that risk. A more detailed position on valuables is outlined in the Service User Guide.

31. GIFTS AND SIGNING LEGAL DOCUMENTS

The Home's employees or staff are not permitted to directly accept any gifts, and / or presents from residents or to sign as a witness any legal document which pertains to one of the residents in the Home.

32. THE COMMISSION FOR SOCIAL CARE INSPECTION

This is a National body that regulates the conduct of Care Homes in England. There are a number of Regional Offices from which Commissioners carry out their duties.

Our Home is part of the Coventry & Warwickshire Region and the Commission for social Care Inspection Offices are located at:

Coventry Area Office
5th Floor, Coventry Point,
Market Way,
Coventry.
CV1 1EB

They can be contacted at the above address or by:

Telephone: 024 7650 0850

Fax: 024 7650 0875.

E-Mail: enquiries@csci.gsi.gov.uk

10 ROOM SIZES AND NUMBERS IN THE HOME

Following this page is a layout diagram of Clarendon House. Rooms listed below can be found on the following pages.

Bedroom 1	First Floor	Twin Bedroom	15.1sq metres
Bedroom 2	First Floor	Single Bedroom with en-suite*	10.5sq metres
Bedroom 3	First Floor	Twin Bedroom	18.6sq metres
Bedroom 4	First Floor	Single Bedroom with en-suite	10sq metres
Bedroom 5	First Floor	Single Bedroom with en-suite*	10.9sq metres
Bedroom 6	First Floor	Single Bedroom	10sq metres
Bedroom 7	First Floor	Single Bedroom with en-suite*	10.2sq metres
Bedroom 8	First Floor	Single Bedroom with en-suite*	10.8sq metres
Bedroom 9	First Floor	Single Bedroom with en-suite*	11.9sq metres
Bedroom 10	First Floor	Single Bedroom with en-suite*	12.2sq metres
Bedroom 11	First Floor	Single Bedroom with en-suite*	10.8sq metres
Bedroom 12	First Floor	Single Bedroom with en-suite*	10.8sq metres
Bedroom 14	First Floor	Single Bedroom with en-suite*	12sq metres
Bedroom 15	Ground Floor	Single Bedroom with en-suite*	9.9sq metres
Bedroom 16	Ground Floor	Single Bedroom with en-suite*	10.5sq metres
Bedroom 17	Ground Floor	Single Bedroom with en-suite*	10.7sq metres
Bedroom 19	Ground Floor	Single Bedroom with en-suite*	10.5sq metres
Bedroom 20	Ground Floor	Single Bedroom with en-suite	12sq metres
Bedroom 21	Ground Floor	Single Bedroom with en-suite	12sq metres
Bedroom 22	Ground Floor	Single Bedroom with en-suite	12sq metres

* This floor area space does not include the space taken by the en-suite, which typically measures 2sq metres. This Care Home was designed using regulations and requirements previous to those stated in the Care Standards Act 2000. Should these en-suites be removed then these rooms would adhere to the minimum room standards specified in the Care Standards Act. However, after discussions with the C.S.C.I., it was decided that clients would benefit more from having their own en-suite than from having a slightly larger bedroom/living space.

Living Area Space:

Appendix 10 THERAPEUTIC TECHNIQUES USED IN THE HOME AND ARRANGEMENTS FOR THEIR SUPERVISION

a	Aromatherapy	All essential oils to be kept in locked cupboards and used only by therapists who are qualified and registered with a recognised national organisation.
b	Reflexology	Practiced only by persons who are qualified and whose qualifications have been checked.
c	Crystal Therapy	Practiced only by persons who are qualified.
d	Relaxation Techniques	To be undertaken only by persons who have received appropriate training in such techniques and have been approved by the manager as “competent”.
e	Hydrotherapy	All equipment should be tested and certified as “Good working order” and any staff used should be appropriately trained as hydrotherapists and have certified professional recognition.
f	Massage	Only to be undertaken by qualified staff who should have appropriate professional recognition.
g	Hypnotherapy	Should only be undertaken by persons who have a Nationally recognised qualification in Hypnotherapy and should preferably hold membership of National Hypnotherapy Organisation.
h	Yoga	To be undertaken only be staff who are qualified to teach yoga.
i	Manipulation	Only undertaken by persons who are qualified to a recognised standard.
j	Progressive Mobility	Should be suitably qualified or appointed as competent.
k	Music and Mobility	To be undertaken by staff who have been authorised in writing by the manager.