



**OAK LODGE NURSING HOME**

**Rectory Road  
Oakley  
Basingstoke  
Hampshire  
RG23 7EL**

**STATEMENT OF PURPOSE**

## Forest Care Ltd – Oak Lodge Nursing Home

### STATEMENT OF PURPOSE

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#### Introduction

Our Statement of Purpose is written to comply with Outcome 15: Statement of Purpose, of the Care Quality Commission's Guidance about Compliance: Essential Standards of Quality and Safety. This requires a care service provider to produce and keep under review a statement that describes:-

- It's values, aims and objectives
- the services it provides to meet the needs of the people who use or might use the service
- information about the organisation, including the full name of the service provider and of any registered manager, together with their business address, telephone number and, where available, e-mail addresses
- the legal or registration status of the service provider, e.g. a care home with or without nursing designed to provide care and accommodation for older people, people with dementia, etc.

#### Information about the Organisation

##### The Registered Provider is:-

Forest Care Ltd

Company Registration Number – 1851273

Registered Office – Unit 1, Alpha Centre, North Lane, Aldershot, Hampshire, GU12 4RG

Telephone – 01252 343000

Web – [www.forestcare.co.uk](http://www.forestcare.co.uk)

##### The Responsible Person is:-

Mr Mark Vickery – Director, Forest Care Ltd

Contact Address – Oakley Hall, Rectory Road, Oakley, Basingstoke, Hampshire, RG23 7EL

Telephone – 01256 783350

Email – [m.vickery@forestcare.co.uk](mailto:m.vickery@forestcare.co.uk)

##### The Registered Manager is:-

Mrs Sarah Maureen McColl

Contact Address – Oak Lodge Nursing Home, Rectory Road, Oakley, Basingstoke, Hampshire, RG23 7EL

Telephone – 01256 780222

Email – [mo@forestcare.co.uk](mailto:mo@forestcare.co.uk)

## **Aims and Objectives**

The following statements reflect the values, principles and general aims of our organization:-

### ***Rights***

We place the rights of residents/people who use our services at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full.

### ***Privacy***

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our residents in the following ways:-

- Giving help in intimate situations as discreetly as possible.
- Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering a range of locations around the home for residents to be alone or with selected others.
- Providing locks on residents' storage space, bedrooms and other rooms in which residents need at times to be uninterrupted.
- Guaranteeing residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information the home holds about residents.

### ***Dignity***

Disabilities quickly undermine dignity, so we try to preserve respect for the intrinsic value of our residents/people who use our services in the following ways:-

- Treating each resident as a special and valued individual.
- Helping residents to present themselves to others as they would wish through their own clothing, their personal appearance and their behaviour in public.
- Offering a range of activities which enables each resident to express themselves as a unique individual.
- Tackling the stigma from which our residents may suffer through age, disability or status.
- Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance.

### ***Independence***

We are aware that our residents have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our residents' remaining opportunities to think and act without reference to another person in the following ways:-

- Providing as tactfully as possible human or technical assistance when it is needed.
- Maximising the abilities our residents retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping residents take reasonable and fully thought-out risks.
- Promoting possibilities for residents to establish and retain contacts beyond the home.
- Using any form of restraint on residents only in situations of urgency when it is essential for their own safety or the safety of others.
- Encouraging residents to access and contribute to the records of their own care.

### ***Security***

We aim to provide an environment and structure of support which responds to the need for security in the following ways:-

- Offering assistance with tasks and in situations that would otherwise be perilous for residents.
- Protecting residents from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints by residents.
- Creating an atmosphere in the home which residents experience as open, positive and inclusive.

### ***Civil Rights***

Having disabilities and residing in a home can act to deprive our residents/people who use our services of their rights as citizens. We therefore work to maintain our residents' place in society as fully participating and benefiting citizens in the following ways:-

- Ensuring that residents have the opportunity to vote in elections and to brief themselves fully on the democratic options.
- Preserving for residents full and equal access to all elements of the National Health Service.
- Helping residents to claim all appropriate welfare benefits and social services.
- Assisting residents' access to public services such as libraries, further education and lifelong learning.
- Facilitating residents in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

### ***Choice***

We aim to help our residents/people who use our services exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:-

- Providing meals which enable residents as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
- Offering residents a wide range of leisure activities from which to choose.
- Enabling residents to manage their own time and not be dictated to by set communal timetables.
- Avoiding wherever possible treating residents as a homogeneous group.
- Respecting individual, unusual or eccentric behaviour in residents.
- Retaining maximum flexibility in the routines of the daily life of the home.

## ***Fulfilment***

We want to help our residents/people who use our services to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways:-

- Informing ourselves as fully as each resident wishes about their individual histories and characteristics.
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident.
- Respecting our residents' religious, ethnic and cultural diversity.
- Helping our residents to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.
- Attempting always to listen and attend promptly to any resident's desire to communicate at whatever level.

## ***Diversity***

We aim to demonstrate that we welcome and celebrate the diversity of people in our community and in this home. We try to do this in the following ways:-

- Positively communicating to our residents that their diverse backgrounds enhance the life of the home.
- Respecting and providing for the ethnic, cultural and religious practices of residents.
- Outlawing negatively discriminatory behaviour by staff and others.
- Accommodating individual differences without censure.
- Helping residents to celebrate events, anniversaries and festivals which are important to them.

## ***Quality Care***

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide:-

## ***Choice of Home***

We recognise that every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we will do the following:-

- Provide detailed information on the home by publishing a Statement of Purpose containing detailed information about the home.
- Give each resident a formal Contract and/or a Statement of Terms and Conditions specifying the details of the relationship.
- Ensure that every prospective resident has their needs expertly assessed before a decision on admission is taken.
- Demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed.
- Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

### ***Personal and Health Care***

We draw on expert professional guidelines for the services the home provides. In pursuit of the best possible care we will do the following:-

- Produce with each resident and/or their representatives, regularly update, and thoroughly implement a Plan of Care, based on an initial and then continuing assessment.
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
- Establish and carry out careful procedures for the administration of residents' medicines.
- Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

### ***Lifestyle***

It is clear that residents may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of residents, we will do the following:-

- Aim to provide a lifestyle for residents which satisfies their social, cultural, religious and recreational interests and needs.
- Help residents to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.

### ***Concerns, Complaints and Protection***

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home. To tackle such problems we will do the following:-

- Provide and, when necessary, operate a simple, clear and accessible complaints procedure.
- Take all necessary action to protect residents' legal rights.
- Make all possible efforts to protect residents from every sort of abuse and from the various possible abusers.

### ***The Environment***

The physical environment of the home is designed for residents' convenience and comfort. In particular, we will do the following:-

- Maintain the buildings and grounds in a safe condition.
- Make detailed arrangements for the communal areas of the home to be safe and comfortable.
- Supply toilet, washing and bathing facilities suitable for the residents for whom we care.

- Arrange for specialist equipment to be available to maximise residents' independence.
- Provide individual accommodation to a high standard.
- See that residents have safe, comfortable bedrooms, with their own possessions around them.
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

### **Staffing**

We are aware that the home's staff will always play a key role in residents' welfare. To maximise this contribution, we will do the following:-

- Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs.
- Provide at all times an appropriate number of staff with qualifications in health and social care.
- Observe recruitment policies and practices which both respect equal opportunities and protect residents' safety and welfare.
- Offer our staff a range of training which is relevant to their induction, foundation experience and further development.

### **Management and Administration**

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following:-

- Always engage as Registered Manager a person who is qualified, competent and experienced for the task.
- Aim for a management approach which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures that safeguard residents' interests.
- Offer residents appropriate assistance in the management of their personal finances.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the home and its residents.
- Ensure that the health, safety and welfare of residents and staff are promoted and protected.

### **Information about the Home**

#### **Summary of Purpose**

Oak Lodge is owned by Forest Care Ltd, which has its main office at Unit 1, Alpha Centre, North Lane, Aldershot, Hampshire, GU12 4RG. The company owns and operates three other care homes for the elderly in the area, and has been providing these services for over twenty years.

Oak Lodge opened in 1995, to enable older people to continue living as independently as possible by receiving care and support consistent with their incapacities and

disabilities. Several of our established residents, and most new applicants, now require higher levels of care and support than we had originally planned. We have responded to these changes by improving our material and staffing provision, without losing sight of our original aim.

We continue to value each and every individual, who comes to live at Oak Lodge. We welcome applications from people from all walks of life and with many different needs, but all residents are assured that they will be treated with respect and dignity according to their individual needs and wishes.

People who enquire about our accommodation and services are provided with an information pack, which includes full information about the terms and conditions for residence and the services we provide. All inquirers are made aware of our policies and procedures and are encouraged to visit the home before continuing with their application. They may then apply directly for a place at Oak Lodge, although most applications follow an assessment of need made by our own qualified staff and/or local authority social services/NHS. This includes an assessment of their financial circumstances, which will determine any funding to which they may be entitled as a contribution to the costs of their accommodation and care.

Each application is given careful consideration by the home's management and, depending on vacancies, a decision to offer a place is made within seven days. Where there is no current vacancy applicants will be placed on a waiting list if they so choose.

### **Residents Accommodated and the Range of Needs Met**

Oak Lodge is registered with the Care Quality Commission as a care home that provides nursing care.

Anyone over the age of 65 years, including married couples or partners, who because of physical incapacities require help with daily living, is entitled to apply for a place at Oak Lodge. Currently, the average age of our residents is around 80, with some in their 90's. Most of our residents originate from the local area, although not exclusively, one of our main aims being to help residents retain their links with their community, family and friends.

We operate a strong diversity policy in respect of residents and staff, and are committed to ensuring that no one is excluded on the grounds of their ethnicity, religion or culture. We thus discuss with each applicant how their individual and cultural needs can be met.

### **The Home's Staff**

In addition to the Registered Manager, Mrs Mo McColl, the home employs a Head of Care, an Administrator, Registered Nurses, Senior Carers, Carers (full-time/part-time), Activities Organisers, Cooks, Domestic staff and full-time maintenance staff. Most of our care staff live in the local area and are familiar with it, which is a help to residents. There are always sufficient numbers of staff on duty, 24 hours a day, to properly provide the services we offer, and the Registered Manager is always on call if needed.

The home is fully committed to staff learning and development. All staff receive full induction training in accordance with the Common Induction Standards 2010 and in addition to regular mandatory training such as fire safety, manual handling, first aid and health and safety, a full and varied training programme is provided covering subjects such as dementia awareness, stroke awareness, infection control, diet and nutrition and

many others.

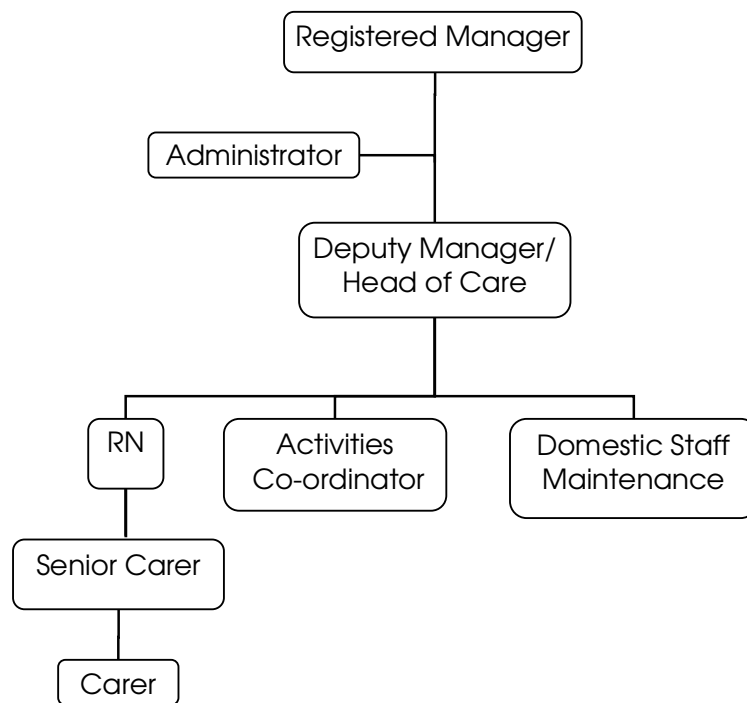
The Registered Manager, Mrs Mo McColl, is a qualified RN with more than 15 years high-level experience in caring for the elderly. The Head of Care, Miss Grace Adan, is a qualified RN with 10 years experience in caring for the elderly. Both hold the Registered Manager's Award at NVQ Level 4.

All the home's Senior Carers hold NVQ Level 3 (or higher equivalent) in Health and Social Care and the majority of other Carers hold at least NVQ Level 2. All care staff are either employed with these qualifications or are encouraged to attain them.

The home's total staff complement is approximately 50, including part-time and bank staff, of whom 39 have direct duties involving care for residents. The staff duty rota is arranged on a ratio of 1:4 care staff to residents for day shifts and 1:10 for nights and is supplemented with part-shifts for the daily busy periods and for specific duties such as appointment escorts. In total, this equates to approximately 29 hours per resident per week. The home's management and ancillary staff are in addition.

### The Organisational Structure of the Home

The home operates with the following organisational structure:-



The daily care programme is organised as a response to residents' individual and combined needs.

Arrangements for staff recruitment, training and supervision accord with the relevant government guidance and with good personnel practice.

## Rooms in the Home

Oak Lodge provides high-standard accommodation and care in 38 bedrooms, accommodating a total of 41 residents. The home has 35 bedrooms for single occupancy ranging from 13m<sup>2</sup> to 30m<sup>2</sup> in size. The home also has 3 larger rooms ranging from 31m<sup>2</sup> to 37m<sup>2</sup> in size, which are able to accommodate married couples or partners, who wish to live together by choice.

All bedrooms have en-suite toilet and washbasin facilities, nurse-call points, smoke detectors, and TV and telephone points.

The home has a number of rooms for communal use. There are three lounge areas, a smoking room, two dining areas, three assisted bathrooms, one other bathrooms, two "wheelchair" accessible showers, two other showers and six communal/disabled toilets.

In addition there are some areas of the home which are generally for staff use only, such as kitchens, sluice rooms, staff day rooms, office space, laundry, plant room and linen stores.

All rooms meet in full the requirements of each of the current applicable standards as described in the *Care Quality Commission Guidance about Compliance: Essential Standards of Quality and Safety*.

## Fees Charged and What They Cover

Fees are currently from £795.00 per week, subject to individual needs assessment, and are payable monthly in advance. Some or all of these fees may be met by the local authority/NHS and/or third party payments according to individual circumstances.

Fees include the following:-

- Room and accommodation
- All meals and available snacks provided by the home
- Drinks and refreshments provided by the Home
- Access to and use of the Home's aids and appliances including hoists, wheelchairs and walking aids
- All property taxes levied on the Home such as Council Tax, water rates and heat and light
- Laundry service provided by the Home
- Care and support for daily living provided by staff
- Hairdressing
- Chiropody

Fees do not include the following and Residents are expected to pay for these from their personal allowance or private income: -

- Newspapers and periodicals
- Purchase of new clothes, dry cleaning and toiletries
- Visitor's meals and overnight accommodation
- Non-NHS health services and treatment by dentists or opticians, including any aids and appliances a resident chooses to purchase privately
- Social and travel costs for private trips
- Private telephone costs
- Non-prescription medication

Residents are free to make their own arrangements for buying in such services

Fees are reviewed every year, or more often if it is necessary to make changes to the service plan, or if changes in legislation result in significant cost implications for the home.

### **Admissions**

We believe that much of the success of a person's residence in the home lies in making the correct decisions and taking appropriate action at the time of that person's referral and admission. The home implements guidance contained in *Outcome 4: Care and Welfare of People Who Use Services, of the Care Quality Commission's Guidance about Compliance: Essential Standards of Quality and Safety*, to try and ensure that placements are handled as well and successfully as possible. We believe that prospective residents must have their needs thoroughly assessed before entering a home in order to provide them with the best possible information on which to make an informed choice about their future.

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the potential resident that this particular home is suitable for them.

For potential residents who approach the home directly, appropriately trained staff will make a full assessment of need calling, with the potential resident's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Care Quality Commission guidance and all information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

We will provide prospective residents with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home, join current residents for a meal and move in on a trial basis.

We are happy for a prospective resident to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

If, exceptionally, an emergency admission has to be made, we will inform the new resident within 48 hours about key aspects, rules and routines of the home and carry out the full information and assessment process within five days.

### **Residents' Plan of Care**

At the time of a new resident's admission to the home, we will, through discussion with the resident and their friends, relatives or representatives if appropriate, produce a written

plan of the care we will aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments.

The care plan contains a risk assessment and any risk management plan needed. It includes details of health care needs, medication, details of GP and any community nursing or other therapeutic services provided or that the resident commissions for her or himself. The service plan also includes details of residents' social interests and activities and how these are met, and any arrangements to attend religious services of their choice and for contact with relatives, friends and representatives.

Once a month, we review each person's plan together, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the person's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential.

Every resident has access to their plan and is encouraged to participate as fully as possible in the care planning process.

### **Social Activities, Hobbies and Leisure Interests**

We try to make it possible for our residents to live their lives as fully as possible. In particular, we do the following:-

- We aim as part of the assessment process to encourage potential residents to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.
- We try to help residents to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences. Some residents attend the local church for Sunday services and some also attend the local day centre.
- All residents are entitled to use the dining room, the communal lounges, other sitting and circulating areas, and the grounds of the home, but those who wish to may remain in their own rooms whenever they like. Residents are encouraged to personalise their own rooms with small items of furniture and other possessions, and we try to follow individual preferences in matters of decoration and furnishings.
- We have a full and varied activities programme including such social activities as arts and crafts, games, keep-fit, parties, outings and entertainers. We hope that friendships among residents will develop and that residents will enjoy being part of a community, but there is no compulsion on a resident to join in any of the communal social activities.
- We have facilities including a craft room, hairdressing salon, sensory stimulation equipment and extensive grounds with numerous sitting areas, all of which are wheelchair accessible.
- To assist with the home's social programme, we have four activities organisers plus a number of regular volunteers and a visiting masseuse. Newspapers and magazines are delivered daily for those who want them and a public library service visits monthly.
- We try to ensure that the home is a real part of the local community, so we encourage visitors to the home such as local councillors, members of parliament, representatives of voluntary organisations, students, school children and others. Naturally we respect the views of residents about whom they want to see or not see.

- We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some residents will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that residents are not subjected to unnecessary hazards. When a resident wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with that individual, involving if they so choose a relative, friend or representative, and will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties.
- For the benefit of all residents and staff, we have designated the communal areas of the home as non-smoking. Residents who wish to may smoke in our designated smoking room and outdoors.
- We may make a charge associated with some social activities and services; where this applies, the details will be made clear to residents in advance.

### **Meals and Mealtimes**

We believe that every resident has the right to a varied and nutritious diet that provides for all of their dietary needs and offers health, choice and pleasure. To accomplish this each resident will be asked for their individual food preferences as well as their cultural, religious or health needs and these will be taken into account when planning menus.

We try to provide a welcoming environment in the dining room and to ensure that meals are pleasant unhurried occasions providing opportunities for social interaction as well as nourishment. As far as possible we encourage residents to choose where they sit in the dining room, and meals can be served in residents' own rooms if desired.

Staff are available to provide discreet, sensitive and individual help with eating and drinking for those needing it.

Three full meals are provided each day and we cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan. Snacks and hot and cold drinks are available at all times.

Menus offer a choice of foods and residents will be asked which choice they would prefer for every meal. Menus are also reviewed and changed regularly to stimulate appetite and variety and feedback from residents, carers and families is encouraged to facilitate this.

We aim to make all of the food and drink we provide attractive, appealing and appetising, and to mark special occasions and festivals. All food is cooked, prepared and served to the high standards required by the Food Safety Act 1990, the Food Safety (General Food Hygiene) Regulations 1995 and the Food Safety (Temperature Control) Regulations 1995.

### **Consultation with Residents and their Representatives**

We are committed to maintaining and improving the quality of our service and as part of that commitment we try to consult users as fully as possible about all aspects of the operation of the home and the care provided.

We do this by holding regular reviews with individual residents, obtaining feedback via anonymous satisfaction questionnaires, using evidence from records and life plans and, on more general matters, through individual and group discussions with residents and relatives.

Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

### **Arrangements for Religious Observances**

Residents who wish to practice their religion will be given every possible help and facility. In particular we will do the following:-

- We will try to arrange transport for residents to any local place of worship if required.
- If asked to we will make contact with any local place of worship on a resident's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a resident who would like this.
- In the public areas of the home we celebrate the major annual Christian festivals and residents have the opportunity to participate or not as they wish.
- Particular care will be taken to try to meet the needs of residents from minority faiths and these should be discussed with the manager before admission.

### **Relatives, Friends and Representatives**

Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where.

If a resident wishes, their friends and relatives are welcome to visit at any time convenient to the resident and to become involved in daily routines and activities.

Where it is inconvenient or uncomfortable to use the resident's own room, for example, because of numbers, the home will arrange for a more suitable venue in accordance with the resident's wishes.

If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

### **Concerns and Complaints**

The management and staff of the home aim to listen to and act on the views and concerns of residents and their representatives and to encourage discussion and action on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from residents and their representatives, friends and relatives. Positive comments help us to build on our successes, but we can also learn from comments which are critical. We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone who feels dissatisfied with any aspect of the home should, if possible, raise the matter in the first instance with a responsible member of staff. It may be that the staff member can take immediate action to respond, and if appropriate apologise. If the complainant feels uncomfortable about raising the behaviour of a particular member of staff with the individual directly, they should approach someone more senior. Any staff member receiving a complaint about themselves or a colleague will try to sort out the matter as quickly as possible.

If anyone who is dissatisfied with any aspect of the home feels that when they raised the matter informally it was not dealt with to their satisfaction or they are not comfortable with the idea of dealing with the matter on an informal basis, they should inform the manager of the home that they wish to make a formal complaint. The manager will then make arrangements to handle the complaint personally or will nominate a senior person for this task.

The person who is handling the complaint will interview the complainant and will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint must be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding.

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other residents or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation. The investigation will be completed within 28 days unless there are exceptional circumstances, which will be explained to the complainant. As soon as possible the person investigating the complaint will report back to the complainant, explaining what they have found and providing them with a written copy of their report.

The person who investigates a complaint will initiate any action which needs to be taken in response to their findings, will inform the complainant about any action, and will apologise or arrange for an apology if that is appropriate. We hope that this will satisfy the complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

The complainant will be informed of their right at any stage of the process to pursue the matter with the Care Quality Commission, who can be contacted as follows:-

Care Quality Commission  
South East Area Office  
Citygate  
Gallowgate  
Newcastle-upon-Tyne  
NE1 4PA.

Telephone Number - 03000 616161  
Web - [www.cqc.org.uk/contact us](http://www.cqc.org.uk/contact-us)  
Email - [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

### **Fire Precautions, Associated Emergency Procedures and Safe Working Practices**

All residents are made aware of the action to be taken in the event of a fire or other emergency, and copies of the home's fire safety, health and safety and emergency planning policy and procedures are available on request.

The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of residents and staff.

### **Review of this Document**

We keep this document under regular review and welcome comments from residents and others regarding ways in which it might be improved.

Signed (Responsible Person):-

Signed (Registered Manager):-