

# STATEMENT OF PURPOSE



## ROWAN LODGE CARE HOME

Crown Lane  
Newnham  
Basingstoke  
Hampshire  
RG279AN

## Forest Care Ltd – Newnham Care 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, those 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:-

Mr. Neil M Young

Contact Address – Rowan Lodge, Crown Lane, Newnham, Nr Hook, Hampshire

Email: [neil.young@forestcare.co.uk](mailto:neil.young@forestcare.co.uk)

## **Aims and Objectives**

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

### ***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 preferences.
- 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 ability 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 their normal daily tasks.
- 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.
- 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 service users' 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 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.
- Avoid treating residents as a homogeneous group.
- Respecting each individual.
- Retaining maximum flexibility in the routines of the daily life of the home.

## ***Fulfillment***

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 safe and secure environment, we know that residents may become dissatisfied from time to time. To tackle such problems we will do the following:-

- Provide a simple, clear and accessible complaints procedure.
- Take all necessary action to protect residents' legal rights.
- Make all possible efforts to protect residents from abuse.

### ***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**

Rowan 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.

Rowan Lodge opened in September 2011.

Our philosophy here is to allow the people who reside with us to enjoy active and fulfilled lives, within an environment which supports and enables them to do this safely and with dignity.

People who enquire about care at Rowan Lodge are provided with our Statement of Purpose and service users' guide which includes information about the Terms and Conditions for residence and the services we provide.

Visits to the home are encouraged and an opportunity for prospective residents/relatives to ask questions provided.

All prospective residents undergo a full assessment of their needs, taking into account their wishes. This process may involve their relatives, friends and other healthcare professionals.

The assessment will be discussed with the home manager to ensure that each individual's needs can be met and the support and care they require be provided. The prospective resident/relative will be notified in writing of the decision.

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

Rowan Lodge is registered with the Care Quality Commission as a care home that provides support for older people needing nursing care and those living with dementia. This may also be personal care only.

Our ethos is based around each individual and we 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**

Registered Manager - Neil Young is our registered manager; he has been working in healthcare for 24 years, qualifying as a RN in 1991, and has worked at home manager and regional manager level within the care home sector.

Neil describes himself as a 'hands on manager' and operates an open door policy ensuring he is accessible to residents and staff to offer support and direction.

Neil is committed to ensuring his team are trained to the highest standards and receive regular supervision.

Deputy Manager – Our deputy manager is Louise Devitt her role is to oversee the provision of care and quality auditing within the home. This is achieved through supervision, appraisal and staff training for which she has responsibility. Our deputy manager is also involved in the recruitment of new staff.

Administrator – Jenny Winn Morgan is our administrator. Jenny's role is to provide effective administrative support to the registered manager and to provide clear and accurate communication with residents, staff and visitors.

Our registered nurse team includes general and mental health nurses who support and compliment each other with a diversity of skills and experiences which promote improved outcomes for our residents. They provide high quality nursing care and assist in identifying and addressing the health and social care needs of residents

Our care team is made up of staff with a wide variety of qualifications and experience, including NVQ level 2 and 3 in health and social care. The home also provides support for a number of staff undertaking apprenticeships in care.

Our activities team consists of 6 activity organisers who work across seven days. They are involved in the moving in process gathering information about friends, relatives and interests to ensure a meaningful stay with us. There are 3 activity organisers in the home each day.

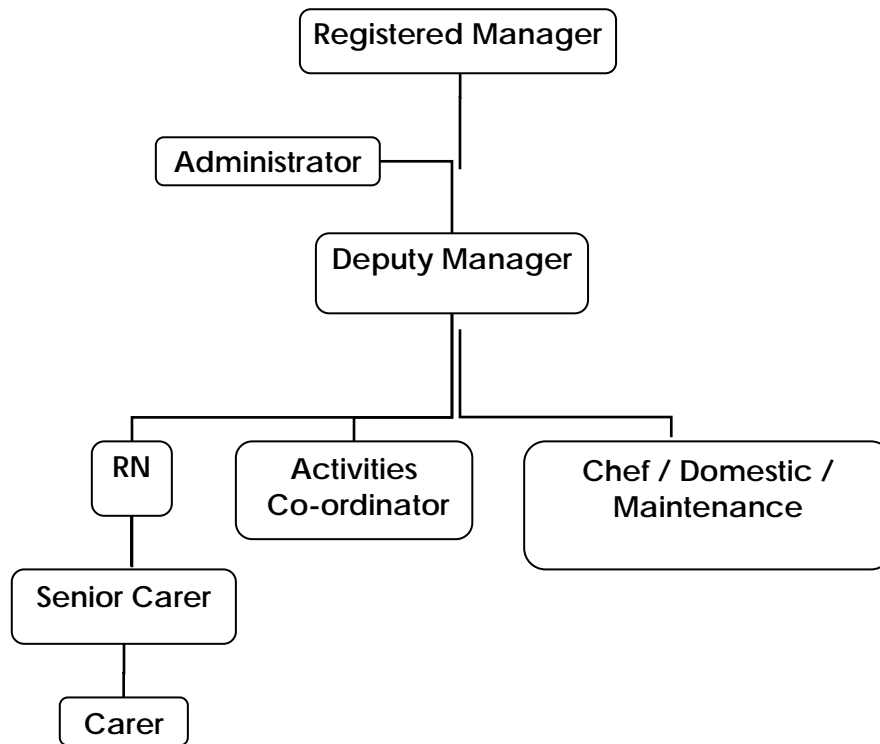
Our team of chefs are all experienced within the catering sector and hold qualifications which support their roles. Our head chef Heather will meet with each resident on a regular basis to ensure dietary needs are met.

Our housekeeper Avril, alongside her team of domestics is responsible for the cleanliness within the home and overseeing the laundry service. Avril's role also includes supporting the care team to minimise risk of infection.

James our maintenance man has day to day responsibility for safety checks within the home such as testing the fire system, lighting, water temperatures and the maintenance of equipment.

## The Organizational Structure of the Home

The home operates with the following organisational structure:-



## Rooms in the Home

Rowan Lodge provides care and accommodation for up to 60 people over three floors. The lower ground floor has 13 single bedrooms.

The design is evidence based to support people living with dementia. The aim is to enable those people to live a full and active life as independently as possible.

The bedrooms all have profiling beds, telephone access, nurse call, en suite facilities and smoke detection.

There is a spacious lounge and dining area and direct access to a 'safe garden' for the residents and their relatives to enjoy. There are 2 communal bathrooms/shower rooms on this floor.

There is a keypad entry/exit system in place and people are risk assessed individually taking into account MCA/DOLS and may be enabled with staff support to use the key pads.

The home has a relaxation area and activities room which is on the lower ground floor.

The ground floor comprises 18 single bedrooms, 12 of which are within a community which supports people living with dementia. The bedrooms all have profiling beds, telephones, nurse call, en suite facilities and smoke detection.

The people living within this community have a spacious lounge and dining area and enjoy access to a large safe balcony which offers outside seating and access to the garden. There are 2 shared bathrooms/shower rooms within this community. There is a keypad entry/exit system in place. People are risk assessed individually taking into account MCA/DOLS and may be enabled with staff support to use the key pads.

The other 5 bedrooms on this floor offer accommodation to people who require general nursing care, they all have profiling beds, telephones, nurse call, en suite facilities and smoke detection.

There is a lifestyle kitchen which residents have access to with staff support, three lounge areas, dining area and access to the gardens.

The first floor comprises 30 single bedrooms to accommodate people who require general nursing care. They too all have profiling beds, telephone access, nurse call, en-suite facilities and smoke detection.

There is a family lounge/dining area on this floor and 4 shared bathrooms/shower rooms. People living on this floor have access to three lounges and a dining area on the ground floor, as well a large covered balcony and access to the gardens.

There is a lift and stairwells which accesses all floors. Within the reception area is a relative's meeting room which also provides resources to support families and friends.

In addition there are some further areas of the home, such as our main kitchen, sluice rooms, rest rooms, office space, laundry, plant room and linen stores.

The home has been designed with the needs of the people we support at heart. We have looked at evidence and research and have aimed to ensure we provide a home which is safe and meaningful.

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*.

Bedrooms all measure in excess of 12m<sup>2</sup>  
Bedroom doorways all measure at least 850mm

### **Fees Charged and What They Cover**

Fees are based on each individual's 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. This fee is exclusive of nursing care which may be payable by the NHS.

Fees include the following:-

- Room and accommodation
- All meals and 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

- Maintenance and upkeep of communal areas/bedrooms/gardens
- Laundry service provided by the Home
- Care and support for daily living provided by staff
- Hairdressing
- Chiropody
- Activities and in house entertainment

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
- 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
- Admission costs for outside activities
- Cost of staff escorts to non – emergency appointments

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

Fees are reviewed annually 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 of the service we provide and carry out the full information and assessment process within five days.

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

Each resident is allocated a member of the care staff to act as a key worker, who along with a registered nurse is responsible for monitoring, reviewing and co-ordinating the care plans for their residents. Their duties include preparing residents, and gathering information for their reviews, which are held six weeks after moving into the home thereafter six monthly or more frequently if the residents' needs or wishes change. Key workers are offered regular supervision by their team leader and the Clinical Manager or Registered Manager, who share responsibilities for chairing reviews and for communicating with outside professionals, such as care managers, district nurses, advocacy services and CQC who may also be involved with particular residents.

All care plans and risk assessments are reviewed monthly by a registered nurse with the input of the resident and relatives.

The risk assessments which we complete are aimed at 'enabling' rather than restricting residents in the way that they choose to live their lives.

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

Practices within the home are evidence based to ensure best possible outcomes for residents and in line with policy and procedures.

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

### **GP Visits**

The home has an agreement in place with Hook surgery that carry out a weekly round in the home. However you are able to request a visit at any time and have the right to choose which GP practice you register with.

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

We try to make it possible for our residents to live their lives as fully and independently 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.

- For all residents we will ask for information on family and life experiences in order that we provide what is appropriate to each individual, taking into account choices and preferences.
  - 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.
  - 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 provide activities across seven days; the programmes are put together based on resident's interests and needs.
  - Our facilities include a cinema, relaxation area, quiet lounges and access to a variety of social activity equipment. There is a large balcony on the ground floor where you may choose to enjoy the view and have a glass of wine.
  - To assist with the home's social programme we have two full time dedicated activity organisers who work across seven days. However all staff in the home contribute towards social activities within the home. We enjoy links with the local church, Alzheimer's Society, interest groups, entertainers and schools who will visit the home on a regular basis.
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- 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 service user 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 desire a relative, friend or representative, and will agree and record actions which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.
  - For the benefit of all residents and staff, we have designated the internal communal areas of the home as non-smoking. Residents who wish to smoke should discuss this with the home manager.
  - We aim to give residents opportunities to participate in all aspects of life in the home. In particular, they are regularly consulted both individually and corporately about the way the home is run. Residents and relatives meetings will be held on a regular basis. Those who may be unable to speak for themselves may be represented by someone who has their best interest at heart.
  - There is also opportunity for relatives to join a support group within the home.

### **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 support with eating and drinking for those needing it.

Three meals are provided each day and we are able to 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. Picture menus are available within the home. Our chef will discuss any specialist requirements you may have with you directly when you move in.

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.

Our chef will ask for direct feedback from residents and relatives about the food provided and take seriously all feedback received.

### **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.

We operate an open door policy so you may approach the home manager or members of staff at anytime.

### **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 service user 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 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.

The home's policies and procedures are available in the main reception.

### **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 service users 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, or local authority 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](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/visitors and staff 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 service users 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):-