HEATHERWOOD
HEALTH CARE

Heatherwood Care Centre



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Statement of Purpose & Residents Guide

HEATHERWOOD
HEALTH CARE

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1 Introduction

Heatherwood Care Centre is an established care home situated in Purley. We offer long term residential care for a range of needs. The provision of care is focussed upon catering for the needs of individuals who are no longer able to live fully independently. We establish and adhere to policies and procedures that are designed to safeguard our residents' rights and their personal and healthcare needs. Visitors are welcome at any time. This document will be revised and updated as necessary.

1.1 Aims & Objectives

Heatherwood Care Centre is a residential home for 24 residents. We cater for residents with Dementia and Mental Health needs. It is the objective of Heatherwood Care Centre to provide care to all residents to a standard of excellence which embraces the fundamental principles of good care practice, and that this may be evidenced and evaluated through the practice, conduct and control of quality care in the home. It is a fundamental ethos that those residents who live in the home should be able to do so in accordance with Heatherwood statement of values.

- To stimulate and maintain physical and mental activity as well as social well-being.
- To provide residents with the right to personal independence and personal choice.
- To provide an excellent standard and choice of food with a daily menu offering a variety of foods, which will take into consideration dietary needs and promote healthy eating.
- To set realistic and attainable goals and encourage resident's participation in decision making to reach those individual goals.
- Understand what reality is for people with dementia. Look and see the person, develop warm, close relationships as one human being to another. Helping the person to hold onto and express their individual and cultural identity. Helping the person to make most of their strengths and abilities. Helping the person to be as independent as possible through compensating for their difficulties their dementia has caused. Help the person to feel included and stay part of their social world. Help the person feel safe and secure, to feel respected, valued and wanted.
- Well-being in dementia – For a person with dementia to be in a "state of well-being", they need or have:
    - A sense of identity and personal worth
    - A sense of control
    - A sense of hope and security
    - A sense of social confidence
    - The losses associated with dementia, make people very vulnerable to loss of wellbeing, and people with dementia need help from those around them to maintain their well-being.

It is the objective of the home that all residents shall live in a clean, safe and homely environment and be treated with respect and sensitivity to their individual needs and abilities. Staff will be responsive to the individual residents and will provide the appropriate degree of care to assure the highest possible quality of life within the home.

To meet the resident's needs the home is designed to achieve the following objectives:

- To deliver a service of the quality that will improve and sustain the resident's overall quality of life. In this respect the care service is designed to meet the requirements of a recognised accredited quality standard, but in a people-oriented fashion.
- To ensure that the care service is flexible, attentive, and non-discriminatory, whilst respecting each resident's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks, as appropriate.
- To ensure that each residents needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood, disabilities, or impairments.
- To ensure that the care service in the whole is delivered with a holistic approach in accordance with agreed contracts of care.
- To manage and implement a formal programme of staff planning, selection, recruitment, training needs analysis (TNA), training and continuing personal development (CPD), to enable residents needs to be met.
- To manage the care service efficiently and effectively to make the best use of resources and to maximise value for money for the resident.
- To ensure all residents receive written information on the home's procedure for handling complaints, comments and compliments and how to use it. Plus, how these are used and responded to.
- A rights based approach to supporting LGBTQ+ people. To understand and better support those with protected characteristics, lesbian, gay,bisexual and transgender. We have an open policy, we're here to support and care.

1.2 Philosophy of Care

We aim to provide high quality holistic care within a homely and family-structured environment.

The central focus of our philosophy is to promote the wellbeing and fulfilment of our residents, in a trusting relationship through research-based care practice.
We believe our residents, their relatives, friends and advocates should be informed partners in the provision of this care and that their beliefs and wishes are to be respected and valued.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a homely environment. In doing so they will be sensitive to the resident's changing needs. Such needs may be medical, therapeutic, cultural, psychological, spiritual, emotional and social. Residents are encouraged to participate in the developments of their individual care plans in which the involvement of the family, friends and advocates may be appropriate and greatly valued.

CORE VALUES OF CARE

Privacy	Dignity	Rights
Independence	Choice	Fulfilment
Security	Respect	Equality

1.3 Facilities & Services

- Safe and accessible courtyard area
- Environment and accommodation is designed to support and be sensitive to the specialist needs of the individuals. Design objectives aim to:
    1. Compensate for disability
    2. Maximise independence
    3. Enhance self-esteem and confidence
    4. Facilitate support for staff and visitors
    5. Be orientating and understandable

6. Maintain and sustain personal identity
7. Support individuals with:
    - Orientation
    - Learning
    - Perception
    - Staying Safe
    - Making full use of senses
8. Design features aim to enable residents to:
    - Recognise their surroundings
    - Make sense of their current situation
    - Find their way
    - Take part in ordinary, everyday activities
    - Be safe and protected from harm
    - Have their own personal safe
    - Take control of their own environment.

As part of our care programme, we offer:

Fully trained staff in 24-hour attendance

- Excellent liaison and multi-disciplinary working with other disciplines i.e. GP's, district nurses, etc.
- Key Worker system, to build the resident to carer relationship.
- 1:1 input from key associate care staff.
- Monthly evaluation of all care aspects.
- Quality catering with choice of menu
- Provision of special diets
- Laundry service
- GP and district nurse visits
- Chiropodist (charged)
- Physiotherapy (on request)
- Passenger lift
- Regular visits from hairdresser (charged)
- Private telephone, internet installation and calls (charged)
- Exercise programmes
- Activity programmes
- Entertainment
- Multi denominational communion
- Resident's meetings

1.4 About the Registered Provider

1.4.1 Contact Information

Name: Mr Amin Virani
Position: Proprietor
Address: Heatherwood, 47 Foxley Lane, Purley, CR8 3EH
Tel No: 020 8660 6646
Web: www.Heatherwood.org
E: info@heatherwood.org

1.5 About the Nominated Individual

Suzy Marshall: 020 8660 6646
Experience: Over twenty years of working in social care. Previous role as a registered manager of 2 learning disability homes.
Qualifications: QCF Level 5 in Health and Social Care

1.5.1 About the Registered Manager

Mrs Aurea Mendoza is the Registered Manager and has several years of deputy management experience and nursing in many client category groups

1.5.2 Contact Information

Name: Aurea Mendoza
Position: Registered Manager
Tel No: 020 8660 6646
Web: www.heatherwood.org
Email: manager@heatherwood.org

Experience & Qualifications

Qualifications: Level 5 Leadership & Management / Level 3 Health & Social Care Adults.
BSc Commerce / Major in Management
Gold Standards Framework Group Leader
Experience: Many years of Management experience. Now as Registered Manager. Majority of which has involved the care and Management of the older age group including End of Life Palliative Care, Dementia, Mental Health and is involved in the Gold Standards Framework.

1.6 Staff

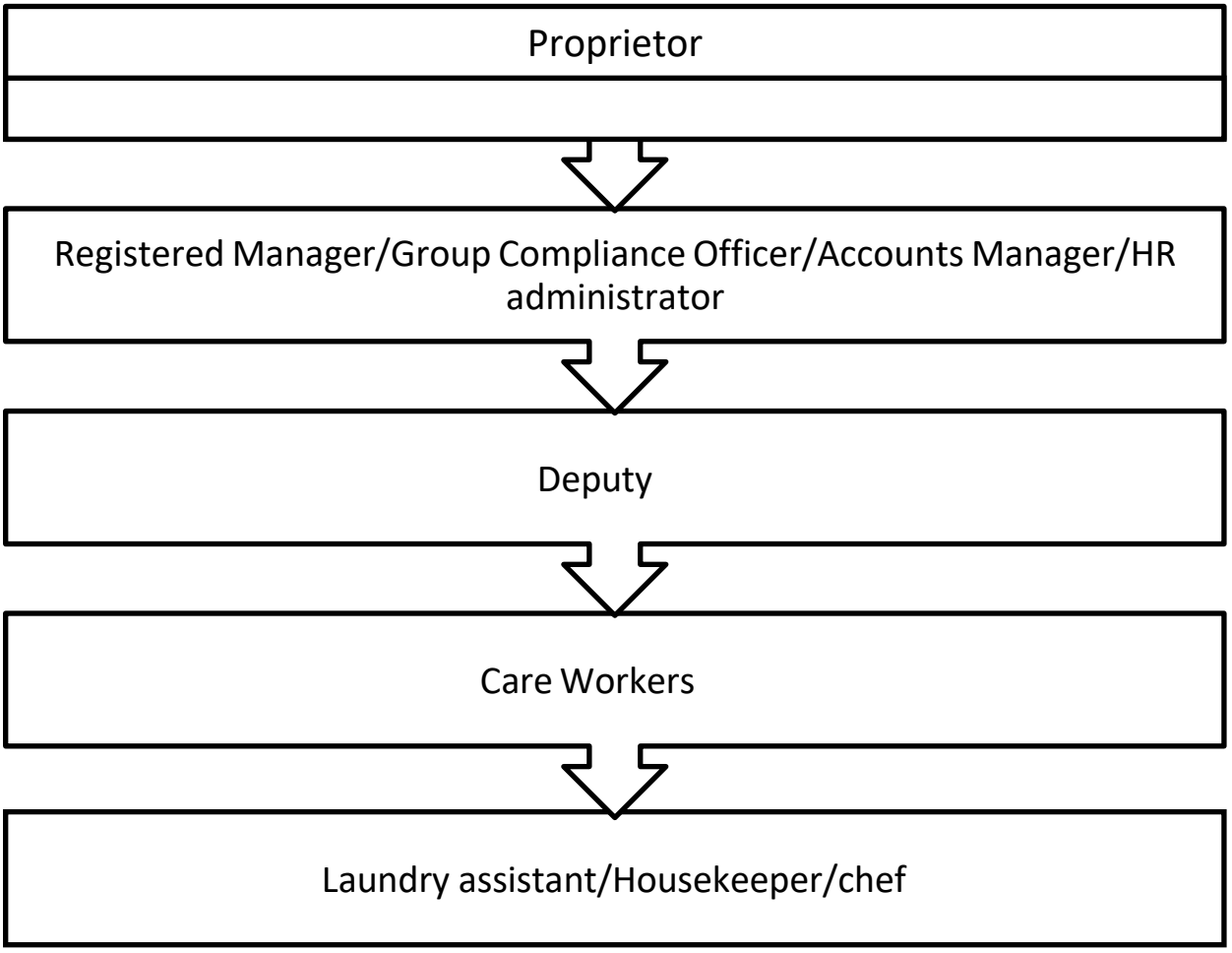
GRADE	IN POST	QUALIFICATIONS	EXPERIENCE
Registered Manager	1	QCF Level 5 Health & Social Care / Degree in Nursing, NQF Level 6, Bsc (Hons) Health Studies.	Experience within the fields of care and management of this care sector.
Deputy Manager	1	Previous Management experience Good level of education.	Experience within this care sector. Previous management experience
Carers	14	All have the statutory required training	Both male and female carers with a wide variety of experience and backgrounds. All have undertaken in-house training as standard. Care certificate trained
Head Chef Chef	1 1	Certificate City & Guilds &/or NVQ Catering, Food Hygiene	Experience of catering for the relevant care group.
Housekeeper	1	Food Hygiene Certificate, Moving & Handling	Dedicated to maintaining the high standards of the resident's environment.
Activities Co-ordinator	1	Secondary education	Experience with activity planning.
Maintenance/ Gardener	2	Fire Marshall, COSHH training.	Many years of experience within the home. Familiar with the House and Gardens.

1.6.1 Staff Training

All staff are competent to the level of Care Certificate required in connection with their employment within Heatherwood. All staff receive regular in-house training covering a wide range of care and associated issues. Regular external study days are undertaken to keep staff updated with new procedures and legislation in care practise, as may be laid down in appropriate legislation and regulatory authority guidelines.

As part of their CPD, the staff have a TNA carried out and a personal development plan is agreed.

1.7 Organisational Structure



1.8 Your Needs

1.8.1 Age Range & Gender of Residents

Heatherwood Care Centre is suited to meet the needs of residents from both the older and younger community – both over and under the age of 65. The age of a younger resident would be considered within our pre-assessment stage and whether Heatherwood can meet their needs. Our registration allows us to cater for residents either whose primary care needs are within the following categories below. There is no upper age limit. Male and Female residents are welcome at Heatherwood Care Centre. Please see below.

1.8.2 The Range of Needs We Meet

The home aims to provide a service for residents within the following categories:

Elderly infirm
People who misuse drugs
Learning disability or autistic spectrum disorder
Sensory impairment
Physical impairment
Dementia
Respite Care
Palliative Care
Continuing Care
Mental Health

> This list is not exclusive and all potential residents will undergo a full pre-admission assessment prior to moving to the home.

1.8.2.1 Residential Care

The Home is registered with the Care Quality Commission for the following regulated activities:
Accommodation for persons who require nursing or personal care

1.8.2.2 Therapeutic Techniques

Therapeutic intervention is provided four times a week in the form of music and movement exercises from our activities coordinator. There is also access for Aromatherapy sessions for the residents to experience. Further activities are organised within the needs and abilities of the resident.

1.8.3 Nutrition

Our menu, which is designed to be wholesome, nutritious and appetising, runs over a four-week period.

Every day there are two choices for the main meal, which is served at lunchtime. With prior warning our chef can prepare an alternative selection should neither of the prepared choices be acceptable. This principle also applies to breakfast and supper.

We cater for special needs e.g. diabetic diets, and should the need arise we can supply puréed meals, the contents of which are presented as individual constituents. The home employs two chefs, one of whom will personally discuss with the resident, their dietary needs and preferences and they will be offered a choice of dishes for each mealtime from our varied menu

1.8.4 Pets

Certain domestic pets can be accommodated by prior agreement with the Manager and a full health and safety assessment.

1.9 Our Policies & Procedures

1.9.1 Criteria for Admission – Pre-Admission Guide

Prior to admission, potential residents will be comprehensively assessed by our fully trained staff, to establish whether the home is able to meet their identified range of needs. We abide by the new guidelines of the Competition Markets Authority, our contracts are transparent and CMA friendly.

2 Simply put:

- We ask for 1 month's deposit, to secure the room of your choice.
- This deposit fee is then deducted from your first invoice.
- Post demises fees are 3 days after death, as long as the family has cleared the entire room of its contents. If this is not the case, a daily fee will continue until 7 days' post demise, after which, any belongings will be removed and disposed of. We will charge £50 to do this.
- Our fees start from £1200 per week. This depends on the room type, where itis in the building and the level of care required.

We have an in depth pre-admissions criteria process, whereby we must ensure that any prospective resident is compatible with those already living in the home, but also that their care needs can be fully met during their entire time with us.

Prospective new residents should be compatible with those already living in the home.
There will need to be a suitable room available for occupation.
All residents will be admitted to the home on one month's trial basis. Residents may choose to be admitted for a trial period.
Respite care can be considered part of the trial period.

Every effort will be made to reduce the resident's anxieties upon arrival. An important step in achieving this is by being welcomed by familiar faces. If possible the person who carried out the assessment and any other members of staff the resident has met will be present during the admission. Relatives or friends are also encouraged to attend.

To make the residents feel that they are moving "home from home", we encourage them to bring their own possessions, family photographs, ornaments, small items of furniture (providing they meet fire regulations and will physically fit), these will be placed in the resident's room prior to admission.

Prior to admission the residents room will be checked to ensure the following:

- Fresh water and glass available
- The bed full electric profiling, of an appropriate type, is made
- Towels are available
- The room is aired
- Check the lights and nurse call system work with call lead
- Name label on door, to show the how the resident wishes to be addressed and for trays
- Ensure radiator is on, if required
- Check any medical equipment required; bed sides, air mattress, raised toilet seatetc
- Remove any unwanted medical equipment
- The wardrobe has hangers
- The drawers and locker are clean and lined
- Check any requests the resident has made.

Using Admission form:

- Take residents personal details
- Admission details
- Medical discharge, doctor's notes
- Special requests: newspapers, hairdressing etc
- List all personal effects onto inventory
- Assigned to a carer, we operate a key-worker system.

With the resident's approval, they will be shown to their room and shown how to use the call system, light switches, allow them to rest and familiarise themselves with their new surroundings. Every effort will be made to ensure the resident feels welcome and is being looked after by friendly caring staff who are on hand 24 hours per day.

2.1.1 Emergency Admissions

All Emergency admissions will be accepted on an initial short-term basis to allow a full assessment to be undertaken, provided there is a suitable bed available.

Staff in the Home will undertake an in-house assessment within 48 hours of admission, following which; a decision will be made as to whether or not the placement is appropriate, for a respite, or permanent placement.

2.2 Consultation Arrangements

Heatherwood periodically holds meetings with residents and their relatives, friends and advocates to which all are invited. Details of scheduled dates for meetings will be displayed and distributed.

The proprietor, manager and staff value the opinion of our residents. With that in mind, we have developed a satisfaction questionnaire that is distributed on regularly. Questionnaires, when returned, will be analysed and used as a tool to help us continually improve the service we provide. The results of the surveys will be available for inspection and also part of the resident's meetings.

The ethos of the home is to welcome comments and suggestions from residents, their families and friends

2.3 Maintaining Contact with Family & Friends

Heatherwood has an “open visiting policy”. This means it is possible to visit residents at any time of the day or night. It is advisable however to check with the person in charge, prior to arranging an “out of hours visit,” that the resident is awake and prepared to receive visitors.

Facilities are available for residents to meet with visitors in private.
Residents who wish to make or receive telephone calls can have access to the cordless handset, which can be taken to their bedside.
Residents, who are able to choose, are at liberty to have a private telephone, or internet line installed in their own room (charged)
The staff will provide assistance if required with letter writing.
All personal mail will be delivered to residents unopened on the day it is received.

2.4 Social Activities, Hobbies & Interests

The home is an integral part of the local community and people are encouraged to participate and contribute to the activities of the home. In reverse residents are encouraged to pursue their interests within this community.

Residents are welcome to use all the facilities within Heatherwood and take part in any of the planned activities which our activity co-ordinator organises, including outings, arts and crafts, quizzes, music recitals and physical music and movement sessions. Residents are also encouraged to make use of the garden.

The home has regular visits from the hairdresser, clergy, dentist, chiropodist and physiotherapist. Transport and care escorts can be arranged for external appointments. Please talk to the Manager for the latest fee for this.

A detailed activities program is published on a monthlybasis.

2.5 Emergency Procedures & Fire Precautions

The home has a modern fire detection and alarm system installed that includes automatic smoke detectors, emergency lighting, alarm bells and fire call points. All parts of the fire detection and alarm system are routinely serviced and tested by external contractors assisted by our in-house maintenance staff.

The home is equipped with firefighting equipment, which includes a variety of extinguishers, that staff are trained to use.

The home is divided into zones to facilitate an easy evacuation procedure. All staff receive initial fire training as part of their induction to the home and thereafter attend a minimum of twice-yearly training on the correct action to be taken in the event of fire. This includes at least one fire drill in which evacuation techniques are practised.

Emergency exits are clearly signed and incorporate both written and pictorial (running man) descriptions. Written procedures are prominently displayed around the home describing action to be taken in the event of a fire. Please read the procedure.

2.6 CCTV

Closed circuit television (CCTV) is installed at the premises for the purposes of staff, residents and premises security. Cameras are located at various places on the premises, and images from the cameras are recorded.

The use of CCTV falls within the scope of GDPR which replace the Data Protection Act 1998 (“the 1998 Act”). This code of practice follows the recommendations issued by the Data Protection Commissioner in accordance with powers under Section 51 (3)(b) of the 1998 Act.
We are registered with the Information Commission Office. Please ask the manager for a copy of the policy.

In order to comply with the requirements of the Act CCTV must be:

- Fairly and lawfully processed
- Processed for limited purposes and not in any manner incompatible with those purposes
- Accurate
- Not kept for longer than necessary
- Processed in accordance with individuals' rights
- Secure

2.7 Religious Services

At Heatherwood Care Centre we seek to accommodate the wishes of those residents who are able to attend religious services outside of the home. The home has a comprehensive policy appertaining to religious and cultural beliefs. Arrangements are also made, wherever possible, for visiting clergy to attend the home to ensure that those who can no longer attend at their normal place of worship can continue to follow their faith.

2.8 Complaints Procedure

Please find a full copy of the complaints procedure in Section 3

2.9 Care Plan Reviews

Care Plan reviews will be undertaken on a regular basis and will involve the resident and their relative or advocate. Relatives will be notified to arrange a mutually convenient time to review the care plan.
Any changes to the care plan will be discussed and agreed by all parties concerned

2.10 Accommodation

Accommodation is provided over two floors . All floors are accessible by passenger lift and stairs. There are 24 single rooms in total. Many have en-suite facilities.

There is a large lounge area and a large dining room on the ground floor. Meals can be taken in the resident's own room if preferred. However, we do encourage the residents to interact as much as possible with their fellow residents.

There are toilets and bathrooms throughout the home together with assisted bathing facilities.

The vast majority of rooms overlook either the garden to the rear or the large frontage. Heatherwood is easily accessible by rail, or road from Croydon, London or Brighton.

2.10 Price Guide

Our rooms are charged from £1200 depending on care needs per week, excluding funded care:

These prices are **EXCLUSIVE** of the following

- Newspapers
- Hairdressing
- Chiropody
- Dentistry
- Optical treatment
- Specialist treatment
- Dry cleaning
- Chiropodist every six weeks
- Private phone installation and calls.
- Additional continence products NOT covered by Primary Care Trust supplies
- Toiletries
- Escorted outings

Invoices will be sent out monthly and prompt settlement is appreciated.

The above is purely a guide and is dependent on circumstances and needs. The decision of the local authority to fund, or part fund residents is the decision of the local authority and not of Heatherwood.

2.11 Privacy & Dignity

The Staff at the home will at all times respect the right to individual privacy. All staff are trained in the principles of maintaining privacy and dignity as laid down in our aims and objectives.

3 Complaints Procedure

Policy Statement

Heatherwood Care Centre accepts the rights of residents to make complaints and to register comments and concerns about the services received. It further accepts that they should find it easy to do so. It welcomes complaints and looks upon them as opportunities to learn, adapt, improve and provide better services.

This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by residents and their relatives, carers and advocates are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of the company's disciplinary policy.

This care company believes that failure to listen to or acknowledge complaints leads to an aggravation of problems, resident dissatisfaction and possible litigation. The company supports the idea that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between just the complainant and Heatherwood Care Centre Care Homes.

This care company acts on the basis that, wherever possible, complaints are best dealt with on a local level between the complainant and the company's management.

Aim of the Complaints Procedure
Heatherwood Care Centre aims to ensure that its complaints procedure is properly and effectively implemented and that residents feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Specifically, it aims to ensure that:

1. Residents, carers, users and their representatives are aware of how to complain and that the company provides easy to use opportunities for them to register their complaints
2. A named person will be responsible for the administration of the procedure
3. Every written complaint is acknowledged within 3 working days
4. All complaints are investigated within 14 days of being made
5. All complaints are responded to in writing within 28 days of being made
6. Complaints are dealt with promptly, fairly and sensitively, with due regard to the upset and worry that they can cause to both residents and staff.

Responsibilities
The home managers are responsible for following through complaints for the company.

1 Complaints Procedure

Verbal complaints

1. The company accepts that all verbal complaints, no matter how seemingly unimportant, must be taken seriously.
2. Front-line care staff who receive a verbal complaint are expected to seek to solve the problem immediately.
3. If they cannot solve the problem immediately, they should offer to get their line manager to deal with the problem.
4. Staff are expected to remain polite, courteous, sympathetic and professional to the complainant. They are taught that there is nothing to be gained by adopting a defensive or aggressive attitude.
5. At all times in responding to the complaint, staff are encouraged to remain calm and respectful.
6. Staff should not accept blame, make excuses or blame other staff.

7. If the complaint is being made on behalf of the resident by an advocate, it must first be verified that the person has permission to speak for the resident, especially if confidential information is involved. (It is very easy to assume that the advocate has the right or power to act for the resident when they may not). If in doubt it should be assumed that the resident's explicit permission is needed prior to discussing the complaint with the advocate.
8. After talking the problem through, the manager or member of staff dealing with the complaint will suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter).
9. If the suggested plan of action is not acceptable to the complainant, then the member of staff or manager will ask the complainant to put their complaint in writing to the Director. The complainant should be given a copy of the company's complaints procedure if they do not already have one.
10. Details of all verbal and written complaints must be recorded in the Complaints Book, the resident's file and in the home records.

Serious or written complaints

1. Preliminary steps:
   a) When we receive a written complaint it is passed to the named complaints manager who records it in the Complaint Book and sends an acknowledgment letter within 3 working days to the complainant
   b) The manager also includes details of Heatherwood Care Centre procedure for the complainant. (The complaints manager is the named person who deals with the complaint through the process)
   c) If necessary, further details are obtained from the complainant; if the complaint is not made by the resident but on the resident's behalf, then consent of the resident, preferably in writing, must be obtained from the complainant
   d) If the complaint raises potentially serious matters, advice could be sought from a legal advisor. If legal action is taken at this stage, any investigation by the Heatherwood Care Centre under the complaints procedure immediately ceases.

2. Investigation of the complaint by the Heatherwood Care Centre:

   a) The complaints manager will start an investigation without delay and within 14 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned
   b) If the issues are too complex to complete the investigation within 28 days, the complainant will be informed of any delays.
   c) Where the complaint cannot be resolved between the parties, an arbitration service may be used. This service and its findings will be final to both parties. The cost of this will be borne by the Heatherwood Care Centre;

3. Meeting:
   a) If a meeting is arranged, the complainant will be advised that they may if they wish bring a friend or relative or a representative such as an advocate
   b) At the meeting a detailed explanation of the results of the investigation will be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability)
   c) Such a meeting gives the company management the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
4. Follow-up action:
   a) After the meeting, or if the complainant does not want a meeting, a written account of the investigation will be sent to the complainant. This includes details of how to approach the Care Quality Commission if the complainant is not satisfied with the outcome
   b) The outcomes of the investigation and the meeting are recorded in the Complaint Book and any shortcomings in company procedures will be identified and acted upon
   c) The company management formally reviews all complaints monthly as part of its quality monitoring and improvement procedures to identify the lessons learned.

2 Vexatious Complainers

This company takes seriously any comments or complaints regarding its service. However, there are some people who can be treated as vexatious complainers due to the inability of the company to meet the outcomes of the complaints, which are never resolved. Vexatious complainers need to be dealt with by the arbitration service in order that the time factor required to investigate time and time again becomes less of a burden on the Heatherwood Care Centre Care Homes, its staff and residents.

3 Local Government Ombudsman (LGO)

Since October 2010 the Local Government Ombudsman can consider complaints from people who arrange or fund their own adult social care. This is in addition to complaints about care arranged and funded by local authorities, which the LGO has dealt with for more than 35 years.

The LGO's role includes those who "self-fund" from their own resources or have a personalised budget. It will ensure that everyone has access to the same independent Ombudsman service regardless of how the care service is funded. In most cases they will only consider a complaint once the care provider has been given reasonable opportunity to deal with the situation. It is a free service. Their job is to investigate complaints in a fair and independent way. They do not take sides and they do not champion complaints.

They are independent of politicians, local authorities, government department, advocacy and campaigning groups, the care industry, and the Care Quality Commission. They are not a regulator and do not inspect care providers.

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Do you have a complaint? Are you unhappy about the care your relative or friend is receiving?

At Heatherwood Care Centre we all try very hard to ensure that we deliver only the very best care, service and attention to our clients and their families. We believe that relatives and friends deserve to be treated with the utmost respect and should be given every assistance by our staff to cope with any difficulties that might arise from their relative's stay in our home.

We sincerely hope that any complaints will be of a nature that can be dealt with quickly and courteously at the time any incident occurs. However, we will respond to any complaint as swiftly as possible, and advise in writing the result of our investigation of the complaint within 28 days.

Our policy is to encourage residents, relatives, friends and representatives of residents to feel free to express their opinion on any aspect of the running of the home. In this way wishes of all parties can be taken into consideration and ongoing improvements can be made.
Should it not be possible to resolve the matter informally then residents or their representatives have the right to see the manager. A complaint may also be made directly to the Care Quality Commission, CQC

The Home is registered and regulated by the Care Quality Commission, CQC under the provisions of the Care Standards Act 2000 and the Care Home Regulations 2001 through their Registration and Inspection Unit, and encourages residents, relatives or their representatives to contact them about any issues at any time.

The contact details for the Commission for Social Care Inspection are as follows:

Care Quality Commission
National Correspondence
CityGate
Gallowgate
Newcastle Upon Tyme
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk
https://www.cqc.org.uk/contact-us/contact-us-online-form

The contact details for Croydon Social Services are as follows:

CROYDON
Complaint Resolution Team
3rd Floor, Annex
Bernard Weatherill House
8 Mint Walk
Croydon
CR0 1EA

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4 Contact Information

If you have any concerns about your welfare whilst at Heatherwood Care Centre or if you have the need to discuss any matters relating to finance or the law, the following organisations are a selection of those available who will be able to offer you help and advice.

Age UK **General information** **tel:08000556112**	**Citizen's Advice Bureau** **National number** **0800 144 8848**

5 Further Information

This Resident Guide is not exhaustive and it is continually being updated.

For more information please speak to the manager or any member of her qualified team of staff, who will be able to answer any queries you may have.

For the benefit of those who have sight difficulties, this guide is also published in large print on request, or as a CD

This guide has been given to
(Print Name)

By
(Print Name)

Date