

Holywell Nursing Home

120 Brent Street, Brent Knoll, Somerset. TA9 4BB

Statement of Purpose



Supporting your independence whilst meeting
dependency with sensitivity and care

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1 - The Provider

The registered provider is Holywell Care Limited. Dr Merajuddin Hasan is the Nominated Individual. Holywell Care Limited owns and operates Holywell Nursing Home.

Mrs. Gaynor George is the appointed Manager of Holywell Nursing Home.

The business address is:

Holywell Nursing Home
Brent Street
Brent Knoll
Somerset
TA9 4BB

Telephone: 01278 760601

Email: admin@holywellnursinghome.co.uk

The manager, Mrs. Gaynor George can be reached at:

Telephone: 01278 760601 / Option 4

Email: management@holywellnursinghome.co.uk

The prospectus outlines our statement of purpose to demonstrate our commitment to those living at the Home.

2 - Location of Service

Holywell Nursing Home is a popular small independent home in the heart of Brent Knoll.

We are easily accessible from Burnham-On-Sea, Highbridge, Weston-Super-Mare and surrounding villages and are within 15 minutes of Junction 22 of the M5/A38.

Holywell Nursing Home

Brent Street

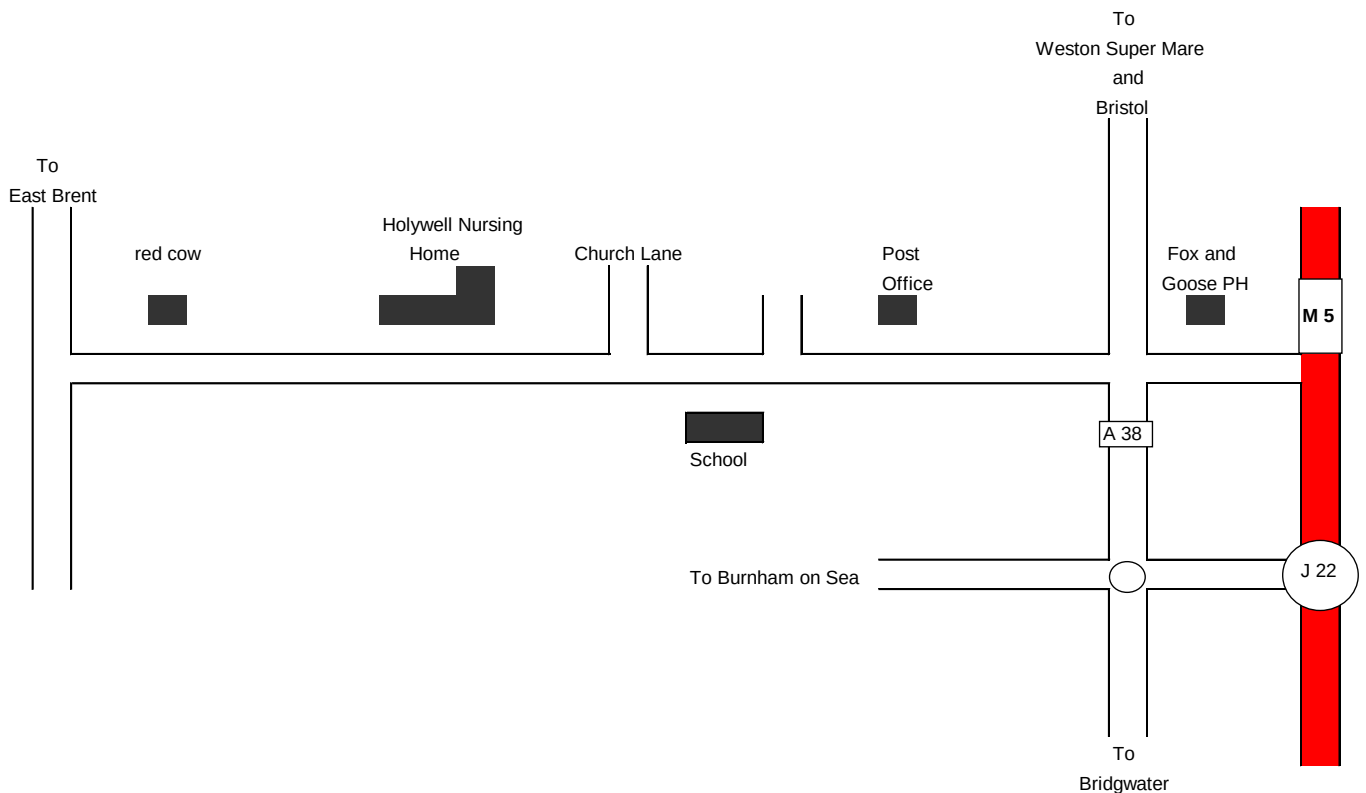
Brent Knoll

Somerset

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3 – Type of Service

Holywell Nursing Home caters for a wide range of people's residential and nursing needs. The home provides a mixture of residential, continuing healthcare as well as nursing beds, both on a permanent and respite basis. Our service type is care home service with nursing.

We provide

- Accommodation for persons who require nursing or personal care
- Treatment of diseases, disorders or injury

We strive to offer a highly professional service for 30 elderly persons over the age of 65, a number of whom live with dementia and /or physical disability. The age range can be adjusted on request to CQC.

We believe our residents are unique and should be treated as individuals. We provide a home where individuality is emphasized, and emphasis is given to privacy, dignity, independence, choice, rights, and fulfilment. With this in mind, we welcome both male and female residents and make every effort to provide gender appropriate care and support.

We pride ourselves with an outstanding level of care, with patience and understanding being our motto. We have a team of dedicated staff on hand including qualified nurses. To help make all individuals who live and visit here feel relaxed and even more at home, we openly welcome personal mementos and furniture.

Prior to admission, the Manager undertakes a formal assessment to ensure we can meet the required needs. This involves finding out about the physical, psychological and social needs of the individual. We pride ourselves on our comprehensive care planning process, which fully involves the prospective resident and or their relevant representative as necessary. This helps us in ensuring that the appropriate environment and equipment is available.

We are constantly updating our home and our staff training to be able to provide the highest level of quality care for those with physical needs as well as people living with dementia. There are also bedrooms available which are suitable for people who need to use a wheelchair on a permanent basis. Whether care needs start as nursing and become residential, or start residential and become nursing, Holywell can offer the complete care package.

The home is a member of the Registered Care Providers Association and regulated by the Care Quality Commission.

4 - Philosophy of Care

Holywell aims to provide its residents with a secure, relaxed and homely environment in which their care, wellbeing and comfort is of prime importance.

Our care assistants led by the registered nurses strive to preserve and maintain the dignity, individuality and privacy of all residents within a caring atmosphere, and in doing so are sensitive to the residents ever changing needs. Such needs may be medical/therapeutic, cultural, psychological, spiritual, emotional and social. Service users are encouraged to participate in the developments of their individual care plans in which the involvement of the family and friends may also be appropriate and greatly valued.

Overall wellbeing is aimed through programmes of activities designed to encourage mental alertness, self-esteem and social interaction with other service users as well as recognition of the following core values of care which are fundamental to the philosophy of our home.

All staff within the home are appropriately qualified to deliver a high standard of care. Continuous staff training programme ensures that these high standards are maintained in line with the latest initiatives and developments in care practices as may be laid down in appropriate legislation, and the Care Quality Commission regulations.

5 - Aims and Objectives

To meet the resident's needs following our philosophy of care we aim to achieve the following objectives:

- To provide care to all residents to a standard which embraces fundamental principles of good care practice, and that this may be witnessed and evaluated through practice, conduct and control with quality care in the Home. It is a fundamental ethos that those residents who live in the Home should be able to do so with confidence.
- To provide all residents with a secure, relaxed and homely environment in which the care, well being and comfort of every person is of prime importance.
- To deliver a service of the highest quality that will improve and sustain the residents' overall quality of life.
- Care staff to use their best endeavours to preserve and promote the dignity, privacy and individuality of all service users within an atmosphere that will be sensitive to individual changing needs. Such needs may be medical and/or therapeutic to promote physical and mental well being.
- Providing a warm and welcoming environment in which family and friends can visit residents at any time during the day according to resident's wishes. Residents to consider Holywell as their home and for us to respect their preferences and accept each other's idiosyncrasies.
- Residents to be positively and actively encouraged to participate in the development of their individual electronic care plans. The involvement of family and friends is, depending on resident's wishes, also valued and encouraged to ensure that needs are met in a manner that is acceptable.
- Wellbeing and comfort will not only be achieved only through personalised programmes of care, but also supported with activities designed to encourage mental alertness, self-esteem and social interaction with other residents, staff, visitors, family and friends and at a level a resident feels comfortable with.
- That all residents live in a clean and safe environment and be treated with respect and sensitivity by all employees with whom they come into contact with.

- To ensure that the care service is delivered in a non-discriminatory fashion while respecting each resident's right to independence, privacy, dignity, fulfillment, and the rights to make informed choices and to take risks.
- 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 and disabilities or impairments.
- To manage and implement a formal program of staff planning, selection, recruitment, training and personal development to enable our residents care needs to be met.
- To ensure all service users receive written information on the Home's procedures for handling complaints, comments and compliments.
- To ensure that the care service in the whole is delivered in accordance with agreed contracts of care.

6 - Respecting Privacy and Dignity

All staff respect residents and preserve their dignity at all times. Ensuring that residents are treated with respect and dignity is clearly shown in all our policies, procedures and actions.

Our core values for care:

Privacy
Independence
Security

Dignity
Choice
Respect

Rights
Fulfillment
Equality

7 - Quality Commitments

Holywell Nursing Home is committed to providing quality service for residents through our compassionate, responsive and trained staff in a homely atmosphere.

This will be achieved by:

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

Provide service based upon consultation with and assessment of each residents' care and support needs.

This will be achieved by:

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

Ensure an individualized person-centred approach.

This will be achieved by:

- Enabling and empowering residents or their advocates to influence the services provided for them by giving each resident a real say in how they feel about the support they receive.
- Encouraging residents or their advocates to become involved in all decisions which are likely to affect them, either now or in the longer term.

Consult people about their satisfaction with the service and suggestions for improvement.

This will be achieved by:

- a. Residents/Advocates consultation and satisfaction surveys.
- b. Residents/Advocates opportunity to meet with the registered nurses to discuss care.

Provide catering services which meet the expectations of residents.

This will be achieved by:

- a. Planned, structured menus which include residents' wishes, choices and preferences.
- b. Menus which are nutritionally balanced in the view of a qualified dietician.
- c. Menus which allow residents to change their food choices.
- d. Provide specialist diets for example vegetarian or diabetic.
- e. Provide food and drink at a consistency directed by the Speech and Language Team (SALT)
- f. Identification of preferences and dietary restrictions on admission and continuous monitoring of these for changes.

Ensure residents are fully informed about all matters, which might affect their well-being.

This will be achieved by:

- a. Discussion with the registered nurses or senior care staff members
- b. Support from the care assistants
- c. Provision of notice boards or other displays which inform residents.

Afford all residents and staff equal opportunity in respect of living or working in the Home.

This will be achieved by:

- a. Equality, diversity and human rights and protected characteristics policy.

Ensure that the Home is a safe and secure place to live.

This will be achieved by:

- a. Ensuring that the physical environment meets all Health and Safety standards.
- b. Providing each resident with a safe and secure place to store their valuables if requested.
- c. Risk assessments undertaken of the environment.

Offer a range of social activities which meet the needs of the residents.

This will be achieved by:

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

8 - Residents' Rights

We recognise the importance for all residents to retain their independence and the problems that group living can cause. We will encourage residents to act and think as individuals by recognising and respecting the following principles:

- The right to be called by the name of your choice.
- The right to care for yourself as far as you are able.

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

9 – Provision of Service

Holywell Nursing Home provides both residential and nursing care for 30 residents. This means that we are required at all times to have a registered nurse at the Home. We offer long term care, convalescence, short stay or regular respite care. We are also happy to offer day-care services. The Manager and nursing team will be happy to discuss your requirements and help put an individualised package of care together to suit your needs.

Admission Criteria including Emergency Admissions

Our Home's admission criteria are set out in our Admission of New Residents policy and respects equal opportunities and non-discrimination and respecting protected characteristics. We ensure our staff are qualified and trained to meet the care expectations.

Care plans and care plan reviews

The Nursing and care staff develop a plan of care with you, and your family where this is appropriate, to ensure it is personalised and individualised and you are happy and agree. All our care plans are electronic and easily accessible by the concerned staff involved in your care.

Once developed the care plans are regularly reviewed on a monthly basis to ensure that they continue to meet the care requirements, incorporate the changing needs, conditions and requirements and are in-line with the resident/relatives' wishes.

Care plans are also discussed on a daily basis at each shift change. Care notes are discussed at each shift end with the staff starting their shifts. The resident's activities and responses are discussed as needed. Changes to the care plan may be suggested at this point.

Family friends and relatives are encouraged to participate in the resident's daily routine, where this is practicable and are invited to formal reviews of care plans. Residents and their families are always welcome to talk to any member of staff about any concerns they may have.

All amendments to care plans are discussed with the staff providing care to the individual residents within an appropriate time frame and any resultant changes implemented including consultations with external third parties such as GP and medical and other professionals etc where needed.

Residents Consultation

Our Home is committed to ensuring that residents or their advocates are fully consulted about matters which might affect their wellbeing or quality of life. We invite feedback from residents/advocates and the management and staff are available to listen to their views.

Social Activities, Hobbies and Leisure

Our team of staff and volunteers plan a weekly program of social activities, which may consist of visiting entertainers, quizzes, outings and exercises to music, hand massage, board games and reminiscence.

We endeavour to provide facilities that help to maintain hobbies and interests and encourage the writing of a personal history to enable them to plan activities to suit your interests.

We have a computer in our lounge areas and are recruiting volunteers from the village to help those wanting to learn new skills.

Our residents may have skills they would like to share with others. Likewise, family members are encouraged to be involved.

We are committed to maintaining links with the community and have members in over 60s clubs, going out for meals and inviting the local school and church to visit and become involved with our life at Holywell.

A Befriending Service, which has been organised by Age Concern, Somerset, also offers their service to Holywell Nursing Home.

We organise regular outings for those residents able to go on the Slinky bus. Venues are chosen by the resident and activities co-ordinator.

Religious Services

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

Communication with Relatives, Friends and Representatives

The Home actively encourages residents to maintain all forms of social contact that they enjoyed before moving into our Home. We will assist residents to maintain contact if requested.

Our Home is looked upon as a resident's Home and hence, subject to the resident's wishes, visitors are welcome. All visitors are requested to enter their details in the 'Visitors Book' and to sign out on departure. Residents can usually receive visitors in their own room or in one of the lounges.

Visitors wishing to take residents off the premises should speak to senior staff members on duty first to ensure that any medication can be provided and that the trip out is within the capacity of the resident. Relatives and friends are encouraged to attend social events such as resident's Christmas party, summer garden party or barbecue and entertainment afternoons.

Longer Term Care Planning

Following your admission to Holywell and once you are settled, the Manager/senior team would plan to discuss with you/relative your 'advanced wishes for care'. This discussion would be in order to understand and document your thoughts and wishes for your end of life care.

Bereavement

Relatives of a seriously ill resident will be invited to stay at Holywell. In the unfortunate event of bereavement, the resident's family can expect every possible support from the staff.

Holywell maintains close links with the local palliative care team. Whereas the next of kin usually makes funeral arrangements, the Home's staff can be relied upon to assist and explain what is required. Where there is no next of kin the staff will attend to the necessary arrangements in liaison with other appropriate personnel.

10 - Facilities and Services

Holywell Nursing Home is a popular small independent home in the heart of Brent Knoll near Burnham-on-Sea close to the coast. We are easily accessible from Burnham-on-Sea, Highbridge, Weston-Super-Mare as well as the surrounding villages and are within 15 minutes of Junction 22 of the M5/A38.

We are of a moderate size registered to accommodate 30 residents in 28 rooms including two twin rooms. The original building is some 200 years old and used to be a family home. The property was registered as a nursing home in 1980 and has undergone extensive alterations, upgrades and extensions over the years; the most recent being in 2010.

The Home is spread over two floors serviced by a lift. The ground floor comprises of a number of bedrooms, communal lounge and dining room, conservatory, nurse and administration offices as well as a commercial kitchen and laundry. Similarly, the second floor comprises of a lounge and a number of the bedrooms.

The corridors are decorated with wall hangings and paintings giving a homely atmosphere. The lounge on the first floor looks out up the Knoll while the main lounge and dining areas on the ground floor provide a view of the front of the Home as well as the back garden.

All bedrooms have ensuite toilets and hand wash basins. The rooms are furnished, bright, airy and decorated in good taste. The call system is accessible in every room. There is central heating in all rooms with individual thermostats to enable residents to control the temperature of their rooms. Individuals are encouraged to bring small items of furniture and photographs to personalise their rooms. There are wet room/ shower rooms on each floor in addition to a communal bathroom on the first floor.

We are registered and regulated by the Care Quality Commission (CQC).

Meals

All meals are carefully prepared by our **catering staff**, in consultation with a dietician. Meals are as interesting and varied as possible. Residents are offered an alternative each day and special diets can be catered for.

Alternatives are available at all meal times. The day usually begins with an early morning drink if required followed by their choice of breakfast, mid-morning tea/coffee and biscuits, 2 course lunch, mid-afternoon tea/coffee and biscuits, 2 course evening meal and night-time drinks and supper snacks.

Medical Care - Qualified Nursing and Care Staff

Registered nurses and senior care staff are always on duty to plan and supervise resident's care, ensuring the highest standards at all times. We have a secure e mail contact with the GP surgery and video calls are also used at times. The GP visits the Home as and when called upon by the nursing/senior staff.

Optician and Dentist

The optician visits Holywell on the request of the resident, relative or nursing/senior. Currently only emergency dental appointments are possible in our local area and residents are required to attend the dentists' surgery. Denture repair services are also available through a third-party provider. Any charges relating to denture services, optician or the dentist, if any, are separately chargeable.

Physiotherapy

A physiotherapist visit may be recommended and requested for a resident by the GP or other professionals.

Chiropody

The chiropodists team visits the Home around every three months. Some residents are eligible for free treatment under the NHS, as determined by the Chiropodist. On request, arrangements can be made for other residents to be seen by the Chiropodist for which there is a separate charge.

Hairdressing

The service is provided by an external hairdresser on a fortnightly basis. There is a charge for this service, although you are free to arrange a visit from another hairdresser if you wish.

Personal Telephones

Incoming calls may be taken, subject to availability of the handset, on our cordless resident's phone. The telephone number is 01278 760983 or 01278 760601 option 5. You may also prefer to have your own mobile phone to keep with you.

Administration Support

Available to the Home and residents through our administration team.

Benefits Advice

Can be provided from the Home's Administrator. Information can also be obtained about Pension and Social Security Benefits.

Shopping

Residents may go shopping with relatives or our activities co-ordinator. Where this is difficult staff can assist by purchasing goods on the resident's behalf within the necessary safeguards of our Personal Finance Policy and Procedures. We also have a small stock of basic toiletries available for purchase.

Laundry

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

The Home expects all personal clothing to be labelled and cannot be held responsible for any loss of items not marked. Some relatives prefer to take personal clothing home to launder.

Dry Cleaning

Can be provided at cost or can be arranged through family/friend taking the items for dry-cleaning.

Kitchen Facilities

Our kitchen has been built to the standards laid down by the Environmental Health Department. Kitchen facilities are not accessible to residents owing to Health and Safety and Food Hygiene Regulations. Residents can ask for drinks and snacks at most times by requesting these from staff.

11 - Other Services

Residents' Property

The Home cannot accept any liability whatsoever for loss of or damage to any money or other valuable property kept by the resident in or about the Home unless the money or property has been;

- Identified to the Home in writing with a current written valuation and suitable insurance cover has been arranged.
- Deposited within the Home's safe for safekeeping.
- Kept in locked cupboard in your room.

PROVIDED THAT in the case of money, liability will not be accepted unless the money is deposited with the Home for safekeeping. In the case of all other property the Home's insurance liability in respect of any item cannot exceed £250. For items above £250 the individual resident is solely responsible for a separate insurance policy to cover that risk.

Gifts and Signing Legal Documents

The Home's employees or staff are not permitted to directly accept any gifts, and/or presents from residents. Staff can only sign as a witness any legal document which pertains to one of the residents in the Home if requested to by a bona-fide solicitor or their representative. For any such requests, the Home Manager needs to be consulted in the first instance.

Arrangements for Pets

Pets may be allowed by arrangement with the Manager. However, all pets remain the responsibility of the resident or their relatives.

Pocket Money

Residents are able to keep money in a resident's personal bank account, maintained totally separately from the business bank account.

12 – Staffing Arrangements

Nominated Individual

Dr. Merajuddin Hasan is one of the Directors of Holywell Care Limited and is the Nominated Individual on behalf of the Company. He is a retired Consultant Psychiatrist with substantial experience in running a large clinical service and residential units as well as a dual registered nursing home.

Dr Hasan visits the Home on a regular basis to provide support to the manager and to monitor service quality and operational efficiency.

Registered Provider

The Directors of Holywell Care Limited bring on board their vast knowledge from the medical profession as well as business and finance expertise together with experience in operating and managing care homes.

Registered Manager

Mrs. Gaynor George is the designated manager responsible for the day-to-day smooth running of the home with the assistance of other senior members of the team. She has the experience, professional qualifications and personal qualities to offer a highly professional care service for everyone, with thought and meaning. She had over twenty years of management experience in the health services.

Her telephone number and email address is 01278 760601 / Option 4,
management@holywellnursinghome.co.uk

Deputy Manager

When the manager is off-duty, the deputy manager is the person-in-charge for the period of absence.

Nursing Staff

Round the clock nursing care is provided through a team of qualified RGN/RMN who are highly experienced and trained with a passion for care. Our nurses have many years' experience gained both in hospitals and in the private sector working in medical areas for which our home is registered.

Care Staff

The majority of our staff are experienced in providing care and many have been with us for several years. A continuous staff-training program ensures that high standards are monitored in line with latest developments in care practices, appropriate legislations, regulations and care standards. All care staff within the Home are appropriately trained to deliver a high standard of care.

Other staff

In addition to the above, Holywell also employs a full team of kitchen staff including tea-time assistants, housekeeping team, maintenance support as well as office staff.

Induction and Training

Staff at Holywell are selected for their qualities of reliability, integrity, skill sets, friendliness and professionalism, being very carefully checked by us through the interview process, references from previous employers and Criminal Records Bureau checks.

All new staff undergo extensive induction followed by on-going training (in-house, e-learning as well as external), covering all areas relating to both physical and pastoral care. Staff complete a comprehensive induction program incorporating the common induction Standards to meet the General Social Care Council Code of Practice which include:

Standard 1	Understand the Health & Social Care Workers role
Standard 2	Personal development
Standard 3	Communicate effectively
Standard 4	Equality and inclusion
Standard 5	Implementing duty of care
Standard 6	Principles of safeguarding in Health & Social Care
Standard 7	Person centred support
Standard 8	Health & Safety in a Social Care setting

All care staff are encouraged and expected to achieve a minimum of QCF level 2 or the care certificate as a minimum qualification and further develop onto QCF Level 3 as well as enhancing their expertise in order to train others in specific areas. They are further supported through supervision and an annual appraisal to ensure that standards are maintained and their developmental needs achieved.

The staff are expected and encouraged to undertake the following training based on their roles.

Person Centred Care	Oral Care
Safeguarding	Autism
Health and Safety	Challenging Behaviour
Moving and Handling	Catheter Care
Manual Handling	Communication
First Aid	Dementia
Food Hygiene	Diabetes
Fire Safety	Dysphagia
Fire Drills	Equality and Diversity
Infection Prevention	Learning Disabilities
End of Life Care	Mental Capacity and Dols
Medication	Nutrition and Hydration
Personal Care	Pressure Area Care
Recording Information	Risk Assessments
Verification of Death	Tissue Viability

Staffing Levels

The manager of Holywell Nursing Home is a Registered General Nurse with many years' experience in the nursing profession. There is always a qualified Registered General Nurse or Registered Mental Health Nurse who is there to run the day shift and the night shift. Staffing levels are usually five care staff who work in the day and two care staff who work at nights. On days this also includes a senior carer. The age range of our staff is from 20 to 65+.

13 - Governance and Quality Monitoring Arrangements

Dr Hasan, the Nominated Individual is a retired Consultant Psychiatrist, who has experience of running a large clinical service and residential units as well as nursing homes. He visits the Home on a regular basis to provide support to the manager and to monitor service quality and operational efficiency.

Mrs George is the designated registered manager responsible for the day-to-day smooth running of the home with the assistance of her qualified nursing staff. When she is off-duty, the deputy manager is the person-in-charge for the period of absence.

Governance and Quality Monitoring

The Nominated Individual maintains oversight through the open lines of communication between himself and the manager and through regular presence at Holywell Nursing Home in which he holds meetings with the manager and makes observational checks of the Home, dealing with any issues that may arise.

The management structure begins with the Nominated Individual and the manager, continues with the nurses who oversee the shifts, then there are senior carers and carers who report to the nurse on duty. Housekeeping and laundry staff may report to the nurses or the manager and the handymen report to the manager.

Management at Holywell seeks to maintain and review the high standard of care provided, therefore, anonymous quality assurance surveys are given to family and friends of residents and staff and professionals and early summaries are compiled. Any improvement or suggestion is discussed and acted upon.

The manager holds monthly staff meetings to facilitate staff discussions on working procedures, staff meeting minutes are then documented and signed by all staff.

All internal complaints are handled by the manager, who will ask for any concerns to be formalised in writing. Complaints are investigated and appropriate measures taken which may include a formal disciplinary meeting in which a senior member will act as witness. The manager will then document the

entire concern, including any findings, disciplinary action taken and the final outcome which will be placed in the relevant personnel file.

All external complaints are dealt by both the Nominated Individual and the manager. This will involve investigating the complaint internally, compiling evidence to support any findings and writing a formal response addressing the concerns raised.

Planned Reviews

All aspects of our care are routinely reviewed. At least monthly, a full and detailed written review is documented in the individuals' care plan. Such reviews involve the individual resident and we welcome family involvement also.

Consultation with Residents

We hold monthly documented meetings with our residents. At these meetings, everyone is asked his or her views on our home. We always try our very best to act upon our individual's views as it is important to us to have a happy environment that can truly be called "home".

We aim to share any news with everyone at these meetings. We also have bi-annual 'Friends and Family' meetings, where all are encouraged to attend. There are residents' questionnaires where the service user does not need to give his/her name.

Policies and Procedures

We have in place policies and procedures that:

- Ensure that our residents receive care that is personalised, regularly reviewed and updated to assess and meet individual needs.
- Ensure that their health, safety and welfare are promoted and protected with stringent infection control policies and monitoring of risks.
- Our staff undergo regular training and supervision to ensure that they understand our policies and procedures and put them into practice.
- Our staff protect and promote every person's human rights by listening to what people want, and providing services in an individualised and personal way.

Dealing with Complaints

Our Home welcomes any comments, concerns or complaints about the services delivered or how to improve the running of the Home. All complaints or concerns about the service provided are dealt with in a prompt and effective manner and will be treated with the utmost confidence by the management of the home.

If you have any cause for concern or complaint regarding standards or any other matter at our home, you should make this known as soon as possible to the Manager or to the senior person on duty at the time. If you require assistance in making a complaint, advice would be provided about potential advocates.

We endeavour to resolve problems as they arise. Our aim is to deal with any complaints as quickly as possible, certainly within 48 hours and to find a resolution within 28 days.

This Nursing Home is a member of The Registered Care Providers Association (Somerset) (RCPA) and complaints concerning its members can be directed to:

The Chairman
The Registered Care Providers Association (Somerset)
Victoria House
Victoria Street
Taunton
Somerset
TA1 3JA
P.N. (01823) 351630

Care Quality Commission

This is a National body, which regulates the conduct of Care Homes in England. There are a number of Regional Offices from which commissioners carry out their duties. Our Home is part of the Somerset Coastal Region.

If it is thought necessary to take the complaint further, CQC can be contacted at the below address.

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
03000 616161