

HATLEY COURT HAVEN CARE HOME LTD



Statement of Purpose & Information Pack

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Please note that should you wish to view the Regulated Activities Regulations 2009 please see the Registered Manager. These new regulations are geared to look at the best outcomes for the Service User.

'Service user' is the term that refers to our resident or guest. This term is also sometimes substituted for the term 'individual' or 'user'. Hatley Court Haven Care Home is the "service provider"

Statement of purpose

Health and Social Care Act 2008

Version	1	Date of next review	20/02/2019
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Service provider

Full name, business address, telephone number and email address of the registered provider:

Name	Hatley Court Haven Care Home
Address line 1	37 Burgess Road
Address line 2	Waterbeach
Town/city	
County	Cambridge
Post code	CB25 9ND
Email	lisa@hatleycourthaven-dementiacarehome.co.uk
Main telephone	01223 863414

ID numbers

Where this is an updated version of the statement of purpose, please provide the service provider and registered manager ID numbers:

Service provider ID	1-1413089998
Registered manager ID	CON1-2761886023

Aims and objectives

*What do you wish to achieve by providing regulated activities?
How will your service help the people who use your services?*

Please use the numbered bullet points:

1. To provide a secure stable and comfortable environment where individual care and maintenance of dignity is paramount.
2. To provide a high standard of person centred care in order to meet the physical, psychological and social needs of individuals using the service
3. To stimulate and maintain physical and mental activity and promote the social well-being of people living at the home.
4. To provide people who live in the home with the right to personal independence and personal choice.
5. To provide an excellent standard and choice of food with a daily menu offering a variety of foods and promote

good nutrition and healthy eating.
6. To ensure that residents have the right to have their cultural, religious, sexual, emotional and any other needs accepted and respected.
7. To ensure full compliance with the Essential Standards and offer excellent quality care.

Legal status <i>Tick the relevant box and provide the information requested for the type of provider you are:</i>	
Use <input checked="" type="checkbox"/>	
Incorporated organisation	<input checked="" type="checkbox"/>
Company number	06718378
Are you a charity?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Charity number:
Group structure (if applicable)	Proprietor: Mr Dhalla
<div style="border: 1px solid black; padding: 5px; width: fit-content;">Maintenance Gardener</div>	<div style="border: 1px solid black; padding: 5px; display: inline-block; margin-right: 20px;">Registered Manager</div> <div style="border: 1px solid black; padding: 5px; display: inline-block;">Administrator</div>
<div style="border: 1px solid black; padding: 5px; width: fit-content;">Housekeeping.</div>	<div style="border: 1px solid black; padding: 5px; display: inline-block; margin-right: 20px;">Team Leaders</div> <div style="border: 1px solid black; padding: 5px; display: inline-block;">Senior Care Assistants</div>
	<div style="border: 1px solid black; padding: 5px; display: inline-block; margin-left: 100px;">Care Assistants</div>

↓ Regulated activity 1	Accommodation for persons who require Personal Care
Services <i>What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)</i>	<p>At Hatley Court Haven, we aim to provide the highest quality of holistic residential care within a homely and family-structured environment. The central focus of our caring is to promote the wellbeing and fulfillment of our residents, in a trusting relationship. We believe our Residents; their relatives and friends should be informed partners in the provision of this care and that their beliefs and wishes are respected and valued.</p> <p>All admissions to the home are planned in advance to ensure the most appropriate care provision from the day of arrival. Our current procedures ensure the minimum disruption to existing Residents.</p> <p>We are not registered to provide nursing care. Residents requiring any nursing interventions have this arranged by us through local district nursing services, and any other relevant healthcare professionals.</p>
Locations <i>As listed on your certificate of registration. Please repeat the section below for each location for this regulated activity</i>	
Location 1:	
Name of location	Hatley Court Haven

Address line 1	37 Burgess Road
Address line 2	
Address line 3	Waterbeach
Address line 4	Cambridge
Address line 5	CB25 9ND
Brief description of location²	<p>At Hatley Court Haven we care for people who have the following primary care needs at the time of admission;</p> <ul style="list-style-type: none"> • Older Persons – people requiring assistance and personal care associated with older age, who are 60 years and above. • Dementia – people requiring assistance and personal care for reasons associated with any condition broadly within the scope of dementia. <p>The home offers 35 single rooms, all with en-suite, one bedroom with its own shower.</p> <p>Communal Space - The home provides communal space in excess of the required standard. Residents are free to use all communal facilities comprising, 2 lounges with TV and music centre, 1 lounge looking out over the garden, The garden is also available for use of residents All the bedrooms provide TV aerial points (televisions are not provided). Private telephone connections can be arranged through British Telecom at the resident's expense.</p> <p>1 bathroom has a hydraulic chair to enable easy access for bathing and there is a hip bath and a shower room is provided if preferred.</p>
No of approved places/beds (not NHS)³	The home is registered to accommodate 35 residents
Name and contact details of registered manager	Home Manager
	Full name: Lisa Akins
	Lisa has an open-door policy, I believe if a resident or relative wish to speak to me, I will be available.
	Contact details: 07871507383
	Business address: Hatley Court Haven 37 Burgess Road Waterbeach Cambridge CB25 9ND
	Telephone: Tel: 01223 863414
Email: lisa@hatleycourthaven-dementiacarehome.co.uk	

	Regulated activities:	
	1. Accommodation for persons who require nursing or personal care	
	2.	
	3.	
	4.	
Service user band(s) at this location⁵		
	Older people	<input checked="" type="checkbox"/>
	Dementia	<input checked="" type="checkbox"/>

Welcome

A warm welcome awaits you at Hatley Court Haven Care Home. We hope that this Service User's Guide provides useful information for existing and prospective service users. If at any time, you require additional information or help our team of staff will be pleased to provide this. We can be contacted at any time, day or night.

Our main aim and purpose

- Hatley Court Haven Care Home provides a safe, secure, friendly and caring environment for people with growing frailty and by doing so we aim to allay possible fears of living in a care home
- We aim to provide a top-quality service that meets the identified care and social needs of our service users. We do this in an environment that feels like home, but one that also provides the same standard staff that you would expect to find in a local hospital
- We assist older people to live their lives as they wish. We provide the support to enable them to make choices dependent on their own abilities and interests. In so doing, we aim to promote a good quality of life

Our philosophy

Our philosophy is to provide a high-quality care service that identifies and meets the health and social needs of each individual service user, whilst retaining their dignity and privacy. We do this by:

- Allowing service users choice and autonomy whilst letting them feel they are valued as part of our family
- Assigning each service user, a key worker. This ensures that personal care is tailored to the individual and the individual will have a greater say over the little things that matter so much
- Developing and continuously re-assessing individual care plans to ensure that they meet the needs of each service user
- Encouraging visits from relatives and personal representatives and encouraging them to give feedback on the value of the service to the service user
- Promoting mental stimulation and participation through activities
- Maintaining a high level of care from our staff. We achieve this through appropriate supervision, training, education and personal development of our staff
- Complying with the requirements of the Regulated Activities Regulations 2009 and related regulations as amended and administered by the Care Quality Commission.
- Providing the comforts of “home life” where possible
- Ensuring that relatives are confident that we will be doing everything we can to ensure that their loved ones will be looked after as well as they would want
- We value each and every individual, who comes to live at Hatley Court Haven Care Home and we welcome applications from people from all walks of life, from different nationalities, and from every religious background

Our Charter – Our Promise

Residents in Hatley Court Haven Care Home will:

1. Be encouraged and helped to maintain a high quality of life
2. Be encouraged to maintain independence
3. Have their privacy respected
4. Be treated with dignity
5. Have their human, emotional and social needs respected
6. Be encouraged to follow the religion of their choice
7. Be addressed as they wish
8. Not be discriminated against on grounds of race, religion, sex, colour or disability
9. Be cared for in a manner similar to that which would be given by a caring relative in their home
10. Be encouraged to handle their own medicines when competent to do so
11. Be able to retain the doctor of their choice

12. Be entitled to all the common facilities available to other people living elsewhere in the locality
13. Be encouraged to discuss their care and needs with the Registered Manager of the home
14. Be cared for by adequately and appropriately trained staff
15. Be able to receive visitors at any reasonable time
16. Have the right to consult a solicitor of their own choice
17. Choose to reside in any home they wish
18. Feel “at home” at all times
19. Be provided with adequate and appropriate accommodation
20. Be encouraged to bring personal belongings into the home
21. Have access to a telephone
22. Be provided with nourishing, appetising and adequate food
23. Be encouraged to participate in recreational facilities
24. Be able to complain about the quality of care received in a Home
25. Be given value for money
26. Enjoy a continued relationship with a home
27. Have a Contract of Residence and a brochure

Availability of Rooms

Our care home provides the range of services to a wide range of clients including those who are privately funded and those who are sponsored through social services. The demand for beds is high and we recommend that you discuss your requirements in advance with our Registered Manager or our deputy manager. Our manager will be able to tell you about the availability of rooms and will also be able to provide details of the tariff for available rooms priced on the dependency of the service user.

Our fees do not attract vat. Fees are calculated on a daily basis but normally invoiced monthly and are payable in advance. Payment by standing order is preferred. Invoicing is controlled by staff at our head office (Haven Care Home Management, 7 The Parade, Sudbury Heights Avenue, Greenford, Middlesex, UB6 0LZ) and they will also review the fees annually in March ready for the April invoice. Additional amendments to fees may be considered in extraneous circumstances. You will be notified a month in advance of any fee increases. Subject to a means test, part of the service user’s fees may be met by WSCC CCG and/or social services. Service users are expected to pay for personal items including toiletries, chiropody, hairdressing, optical requirements and newspapers etc.

Location & Description

Hatley Court Haven is situated in a village near Cambridge. Waterbeach is fortunate to have a wide range of local amenities in close proximity.

There is a train station with direct route in to Cambridge. There is also a regular bus service.

The home is a two storey residential property. Within walking distance there is a small post office and numerous bus stops providing a good service into the centre of town. Accommodation is provided over two floors with a lift in between.

Hatley Court Haven has a laundry and some support facilities. Staffing levels are kept high and are based on local risk assessments and dependency levels. The CQC registration status for Hatley Court Haven is to provide care for service users over 60 years. Special dispensation can be given for younger clients so long as they fit the registration as having a Dementia.

The home is owned by Hatley Court Haven Care Homes Ltd. The proprietors are Mr. Dhalla who own 4 other Homes and maintain regular contact with them. The philosophy of the company is to provide a quality of care as that you would wish for your own mother or father

The home is managed by a Registered Manager, in conjunction with Team Leaders. The Manager is responsible for ensuring that all staff are trained to the highest standard. All carers will undertake the Care Certificate

Hatley Court Haven Care Home values training, and is always striving to improve the training programme, ongoing, designed to meet the needs of individuals. The training records of the home can be viewed, at any time, on demand. Please contact the administrator to arrange this.

Registration details

Hatley Court Haven Care Home is a private care home, with a capacity to accommodate 35 Individual Service Users.

The Head Office is situated at 7 The Parade, Sudbury Heights Avenue, Greenford, Middlesex UB6 0LZ. The home is registered with the Care Quality Commission with a category of Dementia and Mental Disorder.

Respecting the privacy and dignity of the service users

Privacy and Dignity - policy statements

Care Home believes that every service user has the right to live their own life with privacy, dignity, independence and choice. Hatley Court Haven Care Home will work in collaboration with all legal and caring agencies to uphold these rights

Aim of the policies

All policies in the Home are intended to set out the values, principles and policies underpinning Hatley Court Haven Care Homes' approach to privacy and dignity. Hatley Court Haven Care Home believes that privacy is an absolute right of every service user and is an integral factor in the preservation of each individual's personal dignity

Privacy Policy

All service users of Hatley Court Haven will: -

- Be offered furnished accommodation, which will be decorated and equipped to a good standard, which they may use and enjoy as, and when, they wish
- Be allowed to bring their own items of furniture, if they so desire, to add their own touches to their rooms
- Be offered lockable cabinets for the security of valuables. A key will be provided for use by the service user and/or their representatives
- Be able to entertain guests in private in their rooms as they wish
- Be entitled to expect confidentiality in all matters
- Be asked for their permission whenever private information needs to be made available to others (excepting that information necessary to staff to provide care)

Dignity Policy

All service users of Hatley Court Haven Care Home will: -

- Be treated with dignity in the way in which staff assist with dressing, bathing, feeding, continence and all other personal and social needs
- Be addressed in the manner that they choose e.g. with a title of Mr. Mrs. Miss. or by their first name or nickname
- Be respected for their individuality, their views and the way in which they are accustomed to conduct their lives
- Be consulted on any matter or activity which may impinge upon their life within Hatley Court Haven Care Home in any way, and to have their wishes respected
- Retain all the rights enjoyed by individuals remaining in their own homes within the community
- Be entitled to have their own culture, religious practices and beliefs observed and respected at all times

Services Provided

A summary of the services provided is as follows:

- Pre residency meeting(s)/assessment with service user and representatives
- Pre residency meeting(s)/assessment with social worker and/or health authority if involved
- Personal Care Plan assessment and implementation
- Assistance with admission and related administration

- Private bedroom (unless shared by agreement) with facilities referred to in detail in this document
- Full board and lodging included
- Equipment appropriate to meet care needs
- Assistance with bathing, toileting and dressing as required
- 3 wholesome meals a day as well as soft drinks, tea, coffee and biscuits as required
- A choice of meals from a daily menu
- Activities on one to one and group basis
- Pull cord if urgent attention required
- TV and radios (on agreement with the manager and once Portable Appliance Tested) in individual rooms and communal lounges
- Quiet areas
- Private meeting areas
- Landscaped gardens with seating
- Patio areas and walkways
- Use of car park for visitors
- Access to telephone
- Insurance cover for personal possessions subject to excess and upper limit provision
- Safe administration of medication
- Friendly caring attention
- Maintenance service
- Hairdressing, chiropody and other personal services for fees are payable.
- Access to other health professionals to aid wellbeing

Accommodation

Each of the individual rooms in Hatley Court Haven Care Homes are comfortably furnished and have a heat/smoke/fire detector, a personal alarm call system, hot and cold water, a TV point and a private telephone point on request. Most rooms are designed for single occupancy. We have two shared rooms which are available to couples on demand, and subject to availability. A lift provides access to all floors. Service users are encouraged to bring items which they specially treasure for continual use or display in their own rooms

Service users have unrestricted use of their own private rooms. Following a risk assessment, individual service users can be provided with a key to their room for added privacy. Additional facilities include lounges, and separate dining rooms. In addition, we have a treatment room, hairdressing salon, staff and administration offices, kitchens and a laundry facility.

The landscaped garden is in the focal point of the communal gardens which are fully landscaped and safe for service users to use. The garden area is regularly maintained by a gardener and is available for the use of service users and their visitors at any time. All service users are encouraged to take advantage of the facilities. There is car parking available at the front of the building.

Bathrooms and Toilets

There are 2 bathrooms 1 shower room and 2 additional toilets within the home. All bathrooms have hoist facilities for ease of bathing. The toilets are conveniently situated throughout the home and service users can use these, or their own en-suite facilities, as appropriate.

Frequently asked questions about health needs – FAQs

1) Who decides my personal needs?

You are free to make your own choices and decisions. Guidance and support will be provided by a member of the management team prior to admission, as part of the care planning process. Changes can be requested, and made, at any time

2) What is a care plan?

A care plan is a personal file outlining medical and personal information, likes, dislikes, and interests. It is individually tailored to meet an individual's needs. The process commences with a pre-admission assessment to ensure that we will be able to meet your identified needs following your admission. Care plans are held in the care office to enable all care staff to deliver the care required.

It is the policy of the home to establish effective, on-going dialogue with both the service user and their relatives and you are encouraged to assist with formulating the plan of care. Clearly this should facilitate greater understanding between the interested parties, and a more comprehensive and specific care plan for each individual.

Our policies are based on best practice and we are mindful of the need to meet specific requirements, for example, physical disabilities and sensory impairments social, spiritual and cultural needs etc

Care planning is a continuous process and plans are updated monthly or as required, and reviewed frequently by the Care Manager. Service users and authorised representatives are free to view the care plan at any time and are notified of any significant changes, and will be requested three times a year to signify agreement.

3) Who looks after my health needs?

Most service users are registered with a local GP on a 'needs' basis. They are also available for advice when required. Service users can choose to stay with their own GP if the surgery is within local boundaries. Service users who require hospital admission will normally be sent to Addenbrookes Hospital, which is in close proximity of the home.

4) Do you provide any therapeutic techniques?

All service users are assessed prior to admission and their needs identified. We are not currently registered to admit service users with extreme therapeutic requirements. We do offer therapeutic hand massage.

District nurse and outside professionals are on hand to give the necessary assistance to meet your needs. The community dentist and optician visit Hatley Court Haven Care Home as required and we have access to local services if required more frequently. A chiropodist visits every six weeks and attends to the needs of our service users at reasonable rates. Service users are free to arrange other services outside of the home's remit after consultation with the Registered Manager or one of the team leaders. We have a visiting hairdresser who provides the entire range of hairdressing services at very reasonable cost in our own hairdressing salon.

Medicines and Personal Requirements

Usually the service users' medicines are held and administered by the home's care staff.

On occasions the service user may request to look after his/her own medicine. This is possible following a risk assessment and completion of a self-medicating form. These actions are undertaken due to the potential danger to the individual and other service users. Medications held by service users must be kept in a locked cupboard or drawer.

Service users or their relatives who purchase 'over the counter' medicines or tablets are encouraged to inform the home of these purchases and are recorded on our Medication Administration Sheets, after seeking advice from the General Practitioner.

Sources of Information and Advice

Contacting head office:

Mr. Salim Dhalla Proprietor,
Haven Care Home Management

7 The Parade
Sudbury Heights Avenue
Greenford
Middlesex
UB6 0LZ

CQC Enquiries:
CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

03000 616161

The Manager will assist with the addresses and telephone numbers of many local support agencies.

Safety & Security, Fire Precautions and Emergency Procedures

Risk assessment techniques are employed to identify potential hazards and to plan an effective means of minimising harm and damage to people and objects within the home. Security is a major concern within the home and staff are aware of the need to be vigilant at all times and to report unusual occurrences immediately to senior staff. We are pleased to say these are extremely rare. Visitors, delivery persons and contractors are requested to sign the visitor's book when calling.

A door security key pad system is operated on all main entrance doors.

The home has emergency lighting and smoke detectors in all rooms and corridors. Fire alarm tests are carried out weekly and all on duty staff congregate at the designated assembly point. Fire equipment inspections are frequent and in line with regulations. To comply with the most recent fire regulations we have conducted and documented a detailed fire risk assessment. All portable electrical appliances, including those of service users, are tested annually. Should you wish to bring electrical equipment in with you, you must have it PAT tested to comply with the regulations. Please discuss this with a senior member of staff if you are unsure about the procedure.

In the unlikely event of a fire, and should the need arise to evacuate the home, then this will be a controlled evacuation led by the fire brigade. The first priority is to move those service users

most at risk beyond two fire safety doors. For more information, please do not hesitate to ask a member of staff for the home's evacuation procedure.

The lift must never be used when the fire alarm is sounding

Insurance

Hatley Court Haven Care Home has a special Care Home Insurance which covers all aspects of the business and up to £500 of personal effects for each individual service user. However, no responsibility can be taken for service users' personal valuables, cash, securities and monies, unless deposited with the Registered Manager

Frequently asked questions about general issues – FAQs

1) If I have to go into hospital, what happens to my possessions?

The residents' possessions are retained in their rooms for the period that they are in hospital

2) Do I have to pay fees while I am away from the home?

During temporary absence, the normal fees will be charged to the resident for the first 6 weeks while on holiday, in hospital or other temporary absence from the Home.

After 6 weeks, the normal fee will be reduced by 10 % per week.

3) Who pays for my room while I am away?

Funding for your vacant room will be requested from the person or organisation who would normally pay for the room. This may be either the individual or social services.

5) What happens if I have to go into hospital?

Your room will be kept for you, please refer to your Contract

6) What happens if I become ill?

You will be looked after in the Home unless a decision is made to transfer you to hospital. We look after service users who are palliative care if this is their preferred choice and we can safely meet their needs.

Thank you for choosing *Hatley Court Haven Care Home*. We hope your stay with us will be a happy one.

If you have any further questions or concerns regarding your residence, we will be only too pleased to answer them.

&
Salim Dhalla – (Proprietor)
7 The Parade
Sudbury Heights Avenue
Greenford, Middlesex
UB6 0LZ

Complaints Procedure

Our aim is to provide the highest standards of care and service to our residents. To ensure that the service we provide matches your needs and expectations, we welcome any comments you may care to make.

We recognise that there may be times when we fail to match our and your expectations. If this happens, we will try to resolve any concerns you may have as soon as possible.

Often people feel happier about making a suggestion for improvement rather than entering in to a more formal complaint. Anyone receiving services and their friends and family may make a suggestion at any time. In the first instance, you should speak to the registered manager or one of our team leaders at the Home.

Hatley Court Haven assures you that residents and their families will not have their services withdrawn/reduced for making a complaint in good faith.

However, if you wish to make a complaint at any time, the following outlines the action you should take and how we will respond. A complaint may be made orally, in writing or by email to the Registered Manager.

1. If possible, please discuss the problem with the registered manager who will do her best to resolve the problem immediately. In her absence, please approach the senior staff member on duty, or put your complaint in writing to:

Hatley Court Haven Care Home
37 Burgess Road
Waterbeach
Cambridge
CB25 9ND

2. The registered manager will look at each complaint, and will identify an appropriate person to investigate.

3. If a complaint is made verbally then a written record will be made, and a copy of the written record will be sent to you by letter or e-mail within 3 days.

4. All complaints will be acknowledged within 3 working days and you will be given the name of the person investigating the issues raised.

5. All complaints will be investigated by a person with sufficient seniority to resolve the issues and you will be kept informed as far as reasonably practicable, with regards to the progress of the investigation.

6. The expected time for complaints to be dealt with will be 28 days. We aim to conclude all complaints within 6 months unless a different deadline is agreed during the 6 months for a reason.

7. If we uphold your complaint, we will tell you what action we are taking to put matters right and to ensure as far as possible similar issues do not re-occur.

8. A complaint will not be considered if it is made later than 12 months after -

- The date on which the event occurred
- If later, the date on which the event came to the notice of the complainant.

The time limit will not apply if Hatley Court Haven are satisfied that -

- The complainant had good reasons for not making the complaint within that time limit. and:
- Despite the delay, it is still possible to investigate the complaint effectively and fairly.

9. Should any matter raised suggest possible abuse or neglect may have occurred, we will immediately refer the matter to social services, who have a legal responsibility to act as the lead agency in investigations relating to suspicions of abuse under the Safeguarding of Vulnerable Adults procedures.

10. Hatley Court Haven may invoke their Staff disciplinary procedures where a complaint indicates that our Staff may have been directly at fault.

The registered manager or a team leader is available if you require assistance with the understanding of the complaints procedure or any advice on where you may find further information. For further advice or support you can also contact: Age UK Information & Advice on freephone 0800 169 6565.

Action on Elder Abuse: 0808 808 8141 provides a national, freephone helpline for anyone concerned in any way about the abuse of older people, whether in their own homes, sheltered housing, care homes and hospitals. Their lines are open: Monday-Friday, 9am-5pm.

If your care is funded by the Local Authority and you feel unable to discuss the problem with the registered manager, please contact:

Cambridgeshire Direct
0345 045 5202

They may investigate your complaint on your behalf and provide a response directly to you or if required will provide a joint response to a complaint.

Once your complaint has been fully dealt with by Hatley Court Haven if you are still not satisfied with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO Advice Team can be contacted for information and advice, or to register your complaint:

Telephone: 0300 061 0614
E-mail: advice@lgo.org.uk
Website: www.lgo.org.uk

Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines, and will

The LGO will not usually investigate a complaint until the registered provider has had an opportunity to respond and resolve matters. They are unable to consider complaints where the complainant is instigating legal proceedings.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence
City Gate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161
Website: www.cqc.org.uk/contactus.cfm

This procedure can be made available in other languages and in other formats such as audio tape, CD or Braille on request.

Proprietor – Mr Salim Dhalla



[Empty box]



Manager – Lisa Akins



Administrator – Linda Bunting



Maintenance – Alan Herrick



[Empty box]



Team Leaders –
Jacqui Stafford
George Ofori
Shiju Jose

Chef + Head Housekeeper – Stuart Ward
Cook – Chloe Ward/Marc Blackwood



Kitchen Assistants –
Tracey Wakefield,



Senior Care Assistants – Florrin Lautaru , Sue Miller,



Care Assistants –

Kerry-Ann Steele	Octavian Stroe	Lynn Moran
Aurora Gheorge	Sadie Silsbury	Diana Flack
Ileana Rosioreanu	Tara Silsbury	Jarret Mounteney
Karen Wilson	Silvia Lautaru	Mihaela Stroe
Jinny Smith		
Andrei Orban		



Housekeepers-
Georgiana Orban
Andrei Orban
Cherie-Ann Kindon



Laundry Assistants –
Kim Almond
Julie Walters



Activity Coordinator –
Rebecca Buck