

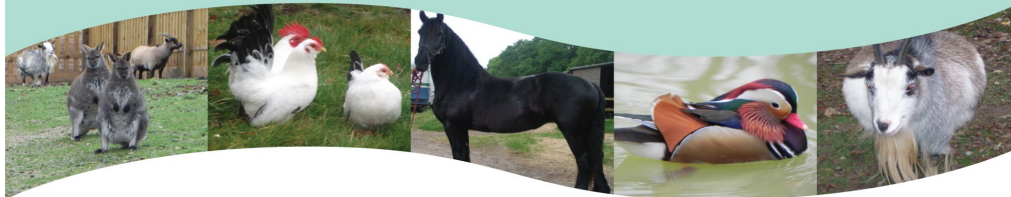
# The White House Brochure

(Statement of Purpose)



## THE WHITE HOUSE

*Caring for younger and older people living with Dementia*



The White House is a Limited Company Registration number 4679194

Registered Office:-

The White House, Vicarage Lane, Curdridge, Southampton. SO32 2DP

Tel. 01489 210080 emma @thewhitehousecurdridge.co.uk

Registered under The Health & Social Care Act 2008

Accommodation for 46 persons who require personal care

Certificate number: 1-165989827 Certificate date: 02/12/2010

Provider ID: 1-101616703 Manager ID: 1-102062689

**CQC Overall Rating: OUTSTANDING**

Is the service safe? **GOOD**

Is the service effective? **OUTSTANDING**

Is the service caring? **OUTSTANDING**

Is the service responsive? **GOOD**

Is the service well-led? **GOOD**





# The White House (Curdridge) Ltd

## Caring for Younger and Older People Living with Dementia

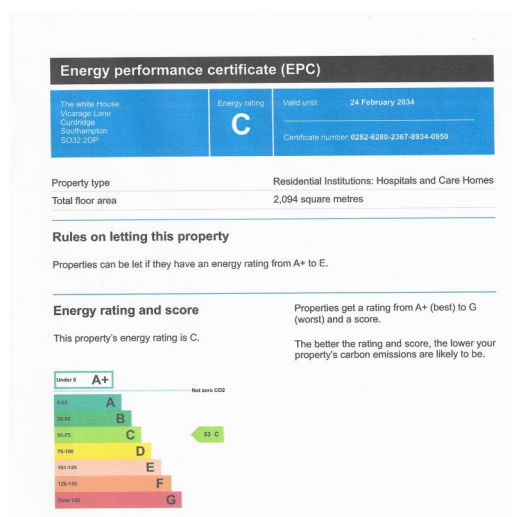
### Introduction

The White House is a stunning country home set in 18 acres of beautiful formal gardens, woodland and paddocks. It offers a safe, homely and caring environment whilst providing a high standard of person centred care for up to 46 residents of any age, who have a diagnosis of Dementia or associated mental health conditions.

The White House is a successfully run family business created by Julie Harrison in 1983. Julies' daughter, Emma is the Registered Manager and her son, Neil manages both the maintenance and the grounds. Together they share the day to day management of the home.

The home consists of the Main House and 3 purpose built connected units which allow free-flowing access to all areas, for all residents. The Main House is set over 3 floors with a lift and two stairwells providing easy access for all.

The White House believes strongly in sustainability and lower our carbon footprint. We have implemented numerous steps in this process throughout the last 12months, these include the purchase of 3 new fully electric vehicles for outings and appointments, installation of solar panels onto the Bishops Waltham and Botley unit roofs, 2 new energy efficient eco boilers for the central heating system and energy efficient lighting throughout the home. All these changes have contributed to our most recent EPC report giving us a C Rating as detailed below.



## The Main House

The Main House offers 19 well-appointed single, en-suite rooms which are decorated to an exceptionally high standard, with many offering wet rooms.

The ground floor boasts a beautiful main lounge with a large flat screen smart TV offering Netflix, direct access into the garden, a newly rebuilt dedicated dining facility with a kitchenette and breakfast bar decorated to a high specification. The dining area opens out onto an enclosed patio area with views over a decorative fish pond stocked with exotic fish and access around the building into the rear gardens. Beyond are views of the extensive wildlife which are often seen on the lawns and in the trees. The ground floor has 3 single en-suite bedrooms, an assisted bath/shower room with toilet along with an additional toilet, an 8-person lift and two stairwells. The first floor has a shower room, toilet and 10 single en-suite bedrooms. On the second floor there are 4 en-suite bedrooms which are all light and airy with beautiful views.



## Bishops Waltham, Hedge End and Botley Units

These 3 purpose built units are linked to the Main House all offering spacious, secure, homely living space and surround a magnificent courtyard with direct access into from their lounges.

Each of the units have 9 en-suite wet rooms, a lounge featuring flat screen smart TV with Netflix, a dining room with kitchenette and a disabled toilet. Hedge End unit also offers an assisted bathroom. The units are colour themed to assist residents with orientation and are all named after local villages. Each unit, like the Main House, has a Unit Manager who organises their dedicated team of staff and the day to day running of the unit and care of our residents.

The Botley unit supports our higher dependency residents who require extra support due to their increased care requirements. This unit also has an increased staff to resident ratio.

### **Dedicated Activities Team:**

We have a activities team who operate throughout the home 6 days a week, offering a variety of activities and holistic therapies such as massage in our dedicated therapy room. We also offer home skills and sensory sessions along with bingo, music sessions, sing a-longs, art classes, reminiscence sessions and a variety of interactive games using an innovative unique computer system. Our large garden and outside spaces include a pub, large function/visiting room, a vegetable garden and Courtyard. Our activities schedule is tailored to accommodate all levels and abilities of our residents.



### **Outings:**

We have invested in 2 new fully electric vehicles where resident's enjoy a variety of outings. These are scheduled on Tuesdays, Wednesday and Thursdays in either our minibus or car for smaller groups. We offer a variety of outings gauged to suit those attending from picnic's to art and war museums, Cinema screenings to Garden Centres.



### **Special Days:**

Special Days are tailored individual activities for all residents on a regular basis.

### **Monthly Newsletters:**

Newsletters are produced by each unit, these are emailed or posted to keep relatives and friends up to date with the activities, outings and news about their loved ones and their home and also displayed around the home.

### **Gardens and outside areas:**

These consist of 4 patio's, a lavender lined walkway around our lawns, offering an opportunity for relaxation and exercise. All areas are secure and accessible to residents. Here they can walk and enjoy all that the garden has to offer safely and securely with CCTV points covering all areas of the main garden.

Our fish pond has a variety of fish including some specimen Japanese Koi Carp and a stunning water feature adds a lovely finishing touch to the grounds. Numerous bird feeders around the grounds attract lots of native birds, including both Green and Spotted Woodpeckers.

Meals are regularly served outside in the summer and we also offer a barbecue for relatives to use on visits if they choose as well as a garden function room for celebrations and special occasions.





**Animals:**

The White House has numerous animals to add extra interest and stimulation; pigs, wallabies, along with a large variety of waterfowl and ornamental ducks including; Mandarin. Carolina, Hottentot, Red Crested Pochard, Chiloe Wigeon to name a few. The ducks dip and dive with a beautiful pair of Black Swans on the pond. Our newest addition are 2 miniature donkeys called Buzz and Woody who arrived in Early December 2023 and have settled in well.



**The Aviary:**

Our aviary offers a seating area which looks onto an array of exotic birds including; Fire Tails, Cut Throats, Robina's, Canaries, Diamond Dove's, Chinese Painted Quail, Zebra Finch's, Pheasants and Peacocks.



**Kev's Corner:**

On the 4<sup>th</sup> September 2016 we opened our very own Pub "Kev's Corner" named after Kevin Moore former Saints player, assisted by his wife, daughter and team mate Francis Benali. Kev's Corner is located in our courtyard, which has been transformed into the pub garden with seating, planting and a water feature. The pub is fully equipped with beer pumps, a dart board and sporting memorabilia.



## Our aims:

- Offer a homely, safe and caring environment for up to 46 younger and older people living with Dementia, who have varying abilities and needs.
- Provide support with physical, emotional and mental health needs where required.
- Continue to improve and maintain standards of a high quality service provision in line with CQC standards and current legislation.
- Provide a person centred caring environment where residents feel valued and able to maximise their potential.
- Ensure staff have relevant training, enabling them to provide high quality, consistent person centred care, for residents with and without Dementia.
- Provide a high standard of service for a reasonable fee, with no hidden extras, our fees include a variety of outings, hairdressing, chiropody and trained physiotherapy if required.
- Meet wherever possible, the individuals cultural and religious needs, accessing community involvement as necessary. Ensure no resident or member of staff is treated less favourably for any reason, especially in respect of age, race, status, religion, gender or sexual orientation.
- Be committed to meet the individuals holistic care needs, until end of life wherever possible.
- Ensure all staff are aware of the importance of the Mental Capacity Act within our practice.
- Ensure we take into full consideration, the views of people who know our residents well when they do not have the capacity to tell us themselves how they wish their care to be provided. All these decisions will be made in their best interests at all times.



- Have appropriate written policies and procedures in place, in line with current regulations and requirements to support our practice.
- Provide a Keyworker for each resident to support them in creating a personal history profile, a person centred care plan, to listen to how they choose to be assisted, to liaise with relatives and to foster and maintain a relationship borne on trust.
- To ensure that the service we offer is consistent, acceptable, appropriate and of good quality. That the environment is suitable and well maintained both inside and out. Along with measuring this annually by gaining feedback from residents, their representatives and other professionals.
- Encourage residents to voice their opinion, give their views and organise entertainment by way of the Residents Association Meetings held monthly.
- Continue to establish, nurture, respect and encourage relationships with the community and other professionals.
- Not to become complacent, to continue to be innovative, striving for quality, consistency and professionalism.

## **We welcome:**

- Visitors at any time, although during the pandemic we have a visiting policy to ensure the safety of all our residents, staff and visitors, which is by prior appointment.
- Positive, constructive feedback to assist us in continuing to make on going improvements to the environment and our practice.
- Suggestions for improvements or changes relevant to the core aim of the business.
- Confirmation that our service provision is seen as professional, consistent, high quality and good value for money from the positive feedback received in our customer feedback questionnaire's and comments posted on the Care Home UK and The Good Care Guide websites.



## **Our Principals & Values:**

- The White House philosophy is to care for our residents as we would wish to be cared for if we required the same level of care.
- Continue to plan a varied range of in-house and purchased activities to suit all tastes.
- Whilst we provide a high level of care and security, we still maintain full recognition of the individuals rights to be in control of their own life. To ensure a homely, safe, caring environment for residents, enabling not disabling.
- To offer the opportunity for decision making by offering choice in as many areas as possible. Promoting times to enjoy activities and outings centred around the individual.
- To respect the right to individuals privacy, offering respect, assisting in maintaining independence for as long as a resident chooses to live at The White House.
- Maintain on going awareness of the changing needs of clients, staff and management, ensuring training and support are in place to assist all in this process.
- Staff regularly supervised and monitored through Performance Management Assessments which ensures they are meeting their job description. Regular staff/manager meetings and forums to ensure we are all working as a cohesive team towards the same aims and objectives.



## Management Structure

- **Managing Director** Julie Harrison
- **Registered Manager** Emma Hampton (Julies' daughter) NVQ 4 RMA
  
- **Payroll Manager** Sarah Burchett
- **Accounts & Admissions Manager** Kerri Ballard
- **Admission, Care Planning and Support Manager** Stephanie Reed
- **Compliance Manager** Emma Linsdell
- **Training Manager** Siobhan Spaven
- **Maintenance/Grounds Manager** Neil Hampton (Julies' son)
- **Unit Managers**
  - Sue Rustell (Main House)
  - Dalbir Singh (Botley)
  - Alison Gamblin (Bishops Waltham)
  - Lucy Arnold (Hedge End)
- **Night Supervisors** Julie Daisey

### Staffing levels:

**Bishops Waltham & Hedge End Unit** - 2 staff on from 8am-10pm.

**Botley Unit** (High dependency) 3 staff on from 8am-8pm and 2 staff from 8pm-10pm.

**Main House** - 4 staff from 8am-10pm.

**Night staff** - 4 waking staff 10pm- 8am.

**Activities Team** – 2 staff 8.30am-4.30pm Monday-Friday

Tuesday and Thursday additional member of staff to assist with outings.

1 staff 9.30am-3.30pm Saturday and Sunday

**Kitchen** - 4 cooks who share the week between them, working 7am-5pm every day.

**Cleaning** - 4 domestic assistants.

**Laundry** - 1 assistant works from 9am-2pm daily.

**Maintenance/gardening** - 1 full time

## **Our Training Policy:**

- Committed to provide relevant support and training to all staff.
- Ensure the training programme is flexible and relevant to current client need.
- Ensure that the training programme meets all statutory and legal requirements.
- Ensure we continue to maintain a high ratio of QCF qualified staff.
- Encourage staff to request any training in areas they feel relevant to maximise the quality of care they provide to our residents.
- Ensure that equipment or resources highlighted in a training session as important to good practice, are provided, wherever possible.
- Prospective staff are given an invitation to view the home and learn about our philosophy before they decide if the job is suitable for them.
- New staff to shadow existing staff until they are confident in their duties.
- Induction (Care Certificate) is completed in the first 3 months of post. Probation will continue for 6 months and can be extended if necessary.
- Performance Management Agreements monitor staff performance and their ability to fully meet their job description with meetings held every other month.
- Annual Appraisals assess if the member of staff has performed consistently well enough to receive an increase in their hourly rate.
- On going support available throughout employment, with regular in house / external training sessions specific to current client needs.

### **Annual Training includes:**

Health & Safety, Infection Control, C.O.S.H.H, What to do in the event of a Fire, Moving and Handling, Medication, Safeguarding, M.C.A, D.O.L.S, Dementia, First Aid, Food Hygiene, Continence, Tissue Viability, National Care Certificate, Equality, Diversity, Dignity and Respect, Slips trips and falls & Legionella.

Additional courses may also be provided as client need dictates. (Diabetes, Parkinson's, challenging behaviour, etc.)

## **Continuing to Achieve in our Development Programme:**

- Continue to be innovative in creating new interests for the residents to enjoy at The White House. Updating both internal and external areas to fully meet current abilities and needs of our residents. Involving the residents in this process, by listening to them and observing behaviours which, may be assisted by changes made to the environment.
- Rooms, redecorated, furnishings replaced to ensure everywhere is maintained to a high standard.
- New Dementia Reminiscence equipment purchased to offer, games, music, reminiscence, sensory room and other varied activities by way of computerised systems.
- New Pub completed in the Courtyard being transformed into a Pub Garden.
- A new hairdressing Salon installed to provide that little extra bit of pampering.
- Refurbished the Aviary and re modelled Duck Pond, offering an array of visual stimulation, as well as colour movement and song from the numerous exotic birds.
- Gardens, designed and purpose built to meet the needs of those with Dementia, especially beneficial to our very active residents. The areas are spacious and have large safe areas for walking or just to sit, relax and enjoy the gardens, Vegetable garden, birds, fish and animals.
- We aim to keep ourselves up to date with training, new practice, ideas and research. We access knowledge, expertise and advice from the Alzheimer's Society, Gemma Jones Training Guidance to ensure residents have a wonderful, stimulating environment, trained caring staff to support them in a safe, clean and spacious environment.
- Our staff receive on going training in all areas by way of our own in house trainer and specialist outside trainers who provide various courses. A robust Induction is in place for all employees followed by Performance Management reviews with an Annual Appraisal. Our own in house trainer who has completed the Jackie Poole Train the Trainer Course QCF Dementia Care Level 2.
- Excellent in house support from the Community Mental Health Team based at Newtown House, Eastleigh, who assess, monitor and review those who have mental health needs. G.P fortnightly in house surgery visits (purchased by us), regular in house joint visits with C.M.H.T Professionals.

## **Pre Admission Assessments always carried out:**

- To ensure we are able to provide the appropriate level of care before accepting a resident.
- Involve the residents in the assessment, ensure they are person centred and always in the persons best interest.
- Seek opinions of other professionals / family involved with resident (with their permission).
- Ensure personal history profiles are compiled with key worker, resident and relatives, to ensure we know the person before, during and throughout their illness. Thus assisting us in a person centred delivery of care.
- Use well being profiles to ensure care is set at the individuals ability, looking at, promoting and encouraging what they can do as opposed to only seeing what they can't do.
- Monitor and review care plans regularly to ensure appropriate care is being delivered and received consistently.

## **Strive for good Inspector reports:**

By maintaining a commitment to high standards of consistent quality care, delivered by trained staff.

- Ensure we are up to date with current legislation and requirements.
- Acting on any areas found to be not up to Inspection Standards.



## Customer Feedback Comments

### **Don't just take our word, here are some words from families:**

**I cannot recommend** The White House highly enough for their kindness, caring and compassion. My husband used the Day Care centre for over a year and thoroughly enjoyed the activities and outings. The staff are superb and have been so understanding and I can thank them enough for their support - I send them my heartfelt thanks and best wishes

**The manager and staff** are extremely caring, dedicated and patient with all residents. I have always felt they are fully competent in all aspects of dementia, young and old. That is especially pleasing to me, my son always looks cared for, clean and tidy in appearance. The provision of daily activities, celebrations and safe, well kept extensive grounds in which to exercise are all beneficial for resident stimulation and well being. The White House is to be commended!

**My husband**, now aged 89, was admitted to The White House nearly 5 months ago and I could not be more happy with the care there. I like the arrangement of dividing the home into small units. There are nine in his group. Medical attention is good. He enjoys his food and loves being surrounded by so many animals. All the carers are extraordinarily patient and thoughtful. Whenever I visit, I am struck by the cheerful, happy atmosphere.

**My mother** has resided at The White House since the end of 2012, after some poor experiences in other care homes. Having worked for adult services myself for many years, I am very thankful that my mother is in such a well run and excellent care home. All staff appear to be well trained and compassionate and the residents always look well groomed and well cared for. I have always had any questions or concerns dealt with immediately and it has given me complete peace of mind that my mother is in such a good facility.

**The White House** has been a real lifeline for my father and our family. My father was diagnosed with advanced Alzheimer's/dementia at aged just 62. We had tremendous difficulty finding the right care for Dad, especially as his speech was affected as well making communication challenging. Despite being a desperately upsetting time for the family, the wonderful, kind and loving care, as well as the relaxed and warm environment at the White House, has given Dad the best environment and home possible for him and as a result, he is happy and content. We love to visit and are warmly greeted and well looked after. The White House has plenty of activities and is lively and fun. There is also safe and secure outside space. The levels of care are high and the staff are dedicated and committed to residents like my Dad that have very high needs.

**Our Mother** has been a resident at The White House since August 2015. She had been unable to settle elsewhere, but the staff at The White House were able to get to know her and manage her moods and ups-and-downs so effectively that she is now relatively content. She is eating well after years of self-neglect and her privacy and personal space is respected by the carers. They are unfailingly kind and patient and it is an enormous weight off our minds to know she is so well cared for. I really cannot fault the care given to residents at The White House.

These terms and conditions ("Conditions") set out the general terms and conditions which will apply between The White House (Curdridge) Limited ("us/we"/"Home") and the individual named on the front of these Conditions ("Resident"). This document is important as it is the legally binding contract between us. Please let us know if you have any questions on anything contained in these Conditions.

If you are the Resident's representative ("Representative") and sign these Conditions on behalf of the Resident, these Conditions will apply to you also. Unless you are the Resident's validly appointed attorney or receiver, you will be personally bound by these Conditions. It is your responsibility to ensure that any such appointment remains valid and in force throughout the duration of the Resident's placement at the Home.

Our Brochure, a copy of which is available upon request, sets out our Statement of Purpose and provides further information about the Home.

### Our Charges

- Our current standard fees are detailed in our Brochure and on our website ([www.thewhitehousecurdridge.co.uk](http://www.thewhitehousecurdridge.co.uk)). The charges which apply to each individual Resident will be based upon the individual's assessed care needs and accommodation type. The fees payable by the Resident are detailed below in these Conditions.
- Fees are payable monthly in advance (payable on the 25th of each month) by standing order to the account detailed below. Upon signing these Conditions, the Resident or the Representative agrees to set up a standing order in respect of our fees in accordance with these Conditions.
- Fees will be reviewed annually on the first of January. We will give you at least three months' notice of any planned increase in our fees. If the level of care or type of accommodation required by the Resident changes, then our fees may be changed accordingly.
- In the event of death, any pre paid fees will be repaid as directed by N.O.K. once the room is cleared.
- In the case of Residents whose fees are being paid fully or partially by a local authority or the NHS, our fees will be payable monthly from the day of admission to the Home.
- In the event that the Resident is absent from the Home for a prolonged period, this contract shall continue in force. If the absence, for whatever reason, continues for a period of six consecutive weeks, we shall discuss with the Resident or the Representative, whether the placement is still required. In such circumstances, if it is agreed that the placement at the Home is still required after an absence of six weeks from the Home our weekly fee will be reduced by 10% until the Resident returns. If it is agreed that the placement is no longer required, the Resident or the Representative shall be required to terminate the contract in accordance with the termination provisions detailed in these Conditions.
- When you become aware that someone's Capital is depleting you should advise them to contact CART when their Capital reaches £40,000. You are also able to refer an individual with their permission via telephone or professional referral form to CART. The contact numbers for CART are as follows: 0300 555 1386 - Monday 8.30am to 5pm, Tuesday to Thursday 9.30am to 5pm, Friday 8.30am to 4.30pm **Out of hours** - 0300 555 1373 - Monday to Thursday 5pm to 8.30am, Friday 4.30pm to Monday 8.30am All day on Bank Holidays



**The Regulated Activity of The White House with the Care Quality Commission is:  
Accommodation for persons who require personal care.**

**Registered Manager Emma Hampton**

We do not provide Nursing Care.

Registered under The Health & Social Care Act 2008.

Certificate number: 1-165989827 Certificate date: 02/12/2010

Provider ID: 1-101616703 Manager ID: 1-102062689

**Registered for Forty Six Residents.**

Inspection Reports on all Care Homes available on **CQC** website

**<http://www.cqc.org.uk>**

**Calendar monthly Fees from 1st April 2024.**

**Residential** £6200.00 - £6500.00 (£1426.88 - £1495.90 per week)

**Respite** £213.70 per day

- If any Resident's placement at the Home is wholly state funded, there may be a difference between the local authority's assessment of the level of its contribution to our fees and the actual fees payable. In such circumstances the Resident and/or the Representative will be required to make up the difference which shall be payable in accordance with our standard terms for payment.
- If you have any queries or questions regarding a local authority assessment of its and your respective contributions to our fees, you should raise this with the local authority.
- We shall have the right to charge interest on our fees in respect of any late payments which remain unpaid 30 days after their due date for payment. Interest shall be charged at a rate of 10% above Bank of England's base rate from time to time from the due date for payment until the date of actual payment.
- At the end of a Resident's placement we will provide a statement of account. If the statement shows that there has been any overpayment in respect of the placement, we will refund any such overpayment to the Resident, the Representative or the local authority, as appropriate. If the statement of account shows that there has been any underpayment, we will raise an invoice in respect of such underpayment which shall be payable within 10 days of the date of the invoice.

### **Trial Period**

The Resident shall be given a placement at the Home on an initial one month trial basis ("Trial Period"). If at, or before the expiry of the Trial Period, we, the Resident or the Representative decide that a permanent placement would not be appropriate or suitable for the Resident, the placement shall be terminated and the Resident shall be required to leave the Home within one week of the date of termination or expiration of the Trial Period. For the avoidance of doubt, our fees, as detailed below, shall be payable during the Trial Period. If the placement is terminated before the expiry of the Trial Period, we will refund any amount paid to us in respect of the Trial Period which has not yet been accrued at the time of termination.

### **What We Provide**

Upon payment of the agreed fee detailed below, the Resident shall have access to all facilities within the Home and the use of their own sleeping accommodation. The following services are all included within our charges:

- full board and accommodation in a private en-suite room. All rooms will be kept clean and will normally be kept heated as closely as possible to a temperature of 72 deg. F. during the day and 65 deg. F at night. All radiators have thermostatic valves so can be adjusted to suit individual requirements, and covers to avoid touch to a hot surface;
- a selection of daily meal options, plus snacks and drinks. Dietary requirements and nutritional needs are catered for;
- full use of the communal areas at the Home, which are further detailed in our Brochure;
- the opportunity to partake in our extensive activities programme, including outings and special days out with the residents keyworker.
- Hairdressing, chiropody and physio services are all included in our monthly fee.
- full laundry service
- care and personal assistance as detailed below.
- The manager undertakes to respect each Resident's cultural/religious beliefs, and to provide wherever possible opportunities for these to be maintained.



## **Personal Possessions**

- Residents may bring items of furniture with them to furnish their rooms. All items brought into the Home must be fire retardant to British standards. The Home shall not be responsible for any condition, defects or injuries resulting from such items. Transportation, insurance and the eventual removal of such personal items remain the Resident's or the Representative's responsibility.
- Any electrical appliances (unless new) brought into the Home should be inspected for their safety by a qualified electrician and have relevant paperwork to prove this has been done. Thereafter, we will be responsible for annual PAT testing. We reserve the right to withdraw from use any electrical appliances or other personal items which we believe to be unsafe or untested.
- Please ensure that all clothing is clearly named and is fully machine washable. No responsibility will be taken for loss or damage to clothing.
- When a Resident permanently leaves the Home, for whatever reason, the Resident or the Representative must ensure that all personal possessions brought into the Home by the Resident are removed from the Home within 5 days of the Resident leaving. If no arrangements are made to remove the Resident's personal possessions from the Home, we will contact the Representative to discuss such arrangements. In the absence of any instructions, or if we are unable to make arrangements with the Representative within two weeks of the Resident vacating the Home, we shall have the right to dispose of the personal possessions as we see fit.

## **Resident's Obligations**

The Resident shall be responsible, from his/her own resources, to:

- provide any medical requisites unable to be obtained on prescription;
- purchase or rent any specialist care equipment required;
- meet any charge for hospital transport, clothing, toilet requisites and other items required of a luxury or personal nature.
- Continence products the Resident will be required to pay for such items.
- residents will be required to participate in an assessment, to ensure that all relevant information is made available to us. This is to ensure that the Resident's needs are able to be met.
- smoking areas are designated for staff and Resident use. Residents are required to only smoke in these designated smoking areas and are responsible for their own costs.
- resident's are required to comply with the Home's fire safety procedures at all times and should ensure the safety of their own personal possessions.

### **Our rights to move a Resident**

- Due to the possibly challenging behaviour of the Resident, a clash of personalities, or mobility problems, which may be experienced by some people with Dementia, it may be necessary, for various reasons, to move the Resident to another area of the Home. This will be done only after discussion with all parties concerned, which will enable all to be aware of the problems necessitating a move, and to gain agreement from all relevant parties before the move is actioned.

### **Pets**

- Pets may be allowed at the Home at the discretion of the manager after considering any impact this may have on other residents and staff. The manager reserves the right to have the pet removed should it cause a nuisance or annoyance or pose a risk of danger to others. The Resident shall be responsible for feeding and caring for the pet (with staff assistance as required). Any veterinary care which may be required is both the responsibility and the cost of the Resident or the Representative. It is suggested that pet insurance is put in place to assist with veterinary bills which may be incurred.

### **Data Protection**

- It may be necessary for us to contact the Resident's G.P. or other people who have been involved in supporting the Resident in order to gain additional information to assist with our assessment in planning the Resident's future care. It may also be necessary to share some of the Resident's information with other professionals with regard to their ongoing care needs. By signing these Conditions and entering into this contract, the Resident and/or the Representative gives their express consent to this.
- We confirm that we will at all times hold and process any personal data and other information relating to a Resident strictly in accordance with any applicable data protection legislation in force in England and Wales from time to time.
- We will require contact numbers for the Resident's next of kin, attorney and other persons which will keep confidential and which shall only be used for the purposes of acting in the Resident's best interests.

### **Termination**

- If the Resident or the Representative wishes to terminate the Resident's placement at the Home, they will be required to give us at least one month's notice in writing.
- In the event that we wish to terminate the Resident's placement we will give the Resident and/or the Representative at least one month's notice of this in writing. Reasons why we may wish to terminate a placement include, but are not limited to:
  - behavioral issues;
  - risk of harm to the Resident or others staying or working at the Home;
  - incompatibility of the Resident with the Home; or
  - in the case of assessment by a professional that this is in the Resident's best interests as they require nursing or other care which we cannot provide.
- In the event that suitable alternative accommodation cannot be found within the notice period, we will continue to provide accommodation and care in accordance with these Conditions until suitable alternative accommodation is found, on the basis that the Resident and/or their Representative are taking all reasonable steps to find suitable alternative accommodation. In such circumstances our fees will continue to be payable in accordance with these Conditions.
- In the event of death of the Resident, the manager will endeavor to contact the Resident's next of kin as soon as reasonably practicable and will provide such reasonable assistance as is necessary.

## **Visitors and Outings**

- Visitors are welcome to the Home at any time, provided that this is by agreement and convenient for the Resident, and we do ask that visitors avoid mealtimes if possible.
- Visitors may bring food into the Home for the Resident, however, we request that staff are made aware of this so that the food items can be correctly and safely stored and to ensure that it is appropriate for the Resident's dietary requirements (diabetic, coeliac, dysphasia etc.). Food brought into the Home must not be given to other residents due to the risk this may pose to them.
- Residents are free to go out alone if they have the capacity to make this decision and this has been proven by appropriate professional assessment. A Risk Assessment will need to be carried out, and where necessary the Resident's G.P./M.H.T may be asked for their opinion. We will not be held responsible for the safety of Residents outside of the Home if unaccompanied by a member of our care team.

## **Liability**

- Whilst we undertake to use reasonable endeavours to ensure the safety and wellbeing of our Residents, we shall not be responsible for any loss or injury suffered or incurred by a Resident arising out of or in connection with any action taken by the Resident without our prior permission or knowledge.
- Similarly, whilst we do have in place suitable security and safety procedures, we accept no responsibility for loss or damage to any personal property brought into the Home by any Resident. Any such property is brought into the Home at the sole risk of the Resident.
- Notwithstanding the above paragraphs, nothing in these Conditions shall seek to exclude or limit our liability for any death or personal injury caused by our negligence or the negligence of our employees or other staff, or for any other matter which by law cannot be excluded.

## **Rights of Residency**

- A placement at the Home does not give the Resident a tenancy or an assured tenancy under the Housing Act 1988, nor does it create or imply any right to security of tenure. A Resident is provided a room at the Home on the basis of a license to occupy only. Whilst we endeavour to provide continuity to our Residents, and do not intend to move a resident from one room to another, we do reserve the right to move a Resident to another area within the Home, as explained above.

## **Miscellaneous**

- If the Representative would like a copy of the Resident's monthly review and/or a copy of the Home's monthly newsletter, please notify us of the email address to which this should be sent. If post is the preferred option, please ensure we have the correct full and current postal address for this purpose.
- A copy of any Enduring or Lasting Power of Attorney which is in place in respect of the Resident is required for our records.

## **Consumer Contract Regulations 2013**

- Under the Consumer Contracts Regulation 2013 ("the Regulations"), in certain circumstances where the contract is entered into away from the Home (and is an "off-premises contract" as defined under the Regulations), the Resident and/or Representative may have a legal right to change their mind and cancel the contract within 14 days of entering into it.
- If the contract is cancelled after we have started providing the services, we will charge for any services provided up until the time the contract is terminated. If any pre-payments have been made we will refund any amount paid for future services not yet carried out at the time of termination.
- If further information is required on the right to cancel under the Consumer Contracts Regulations 2013, the Citizens Advice Bureau will be able to help.

## General Care

We understand that immobility, confusion, difficulties with continence, poor hearing/sight, and more may occur with our residents.

Our trained staff are on duty 24 hours every day to assist residents to maintain their independence, whilst always being treated with dignity and respect.

Our philosophy is to ensure that all residents are treated as we would wish to be treated should we require residential care.

Personal hygiene is imperative and staff are trained in the importance of this, including protecting vulnerable areas from the occurrence of pressure sores or skin breakdown.

Following a successful pre-admission assessment leading to admission into the Home, each resident is allocated a keyworker who is responsible for their overall care and well-being; someone who is there for them ("Keyworker"). The Keyworker is responsible for knowing their assigned resident and for ensuring that their care plan is relevant, up to date and fully meets the resident's abilities and needs. The Keyworker will be a personal link to family and to oversee special days. They will ensure toiletries, personal items, clothing etc. are suitable and readily available.

Medication is dispensed every four weeks by the pharmacist into blister packs for each resident. Medication is only administered by trained senior staff and all details are recorded and signed for on a MAR sheet. A resident has the right, if they have capacity to make this decision, to refuse any medication. This will be noted and reported to the resident's G.P. and next of kin and the appropriate best interest process followed.

We employ a sufficient number of suitably trained staff to meet all of our obligations in respect of our residents and the services we provide to them. All staff are required to undergo a Disclosure and Barring Service check prior to commencing work at the Home.

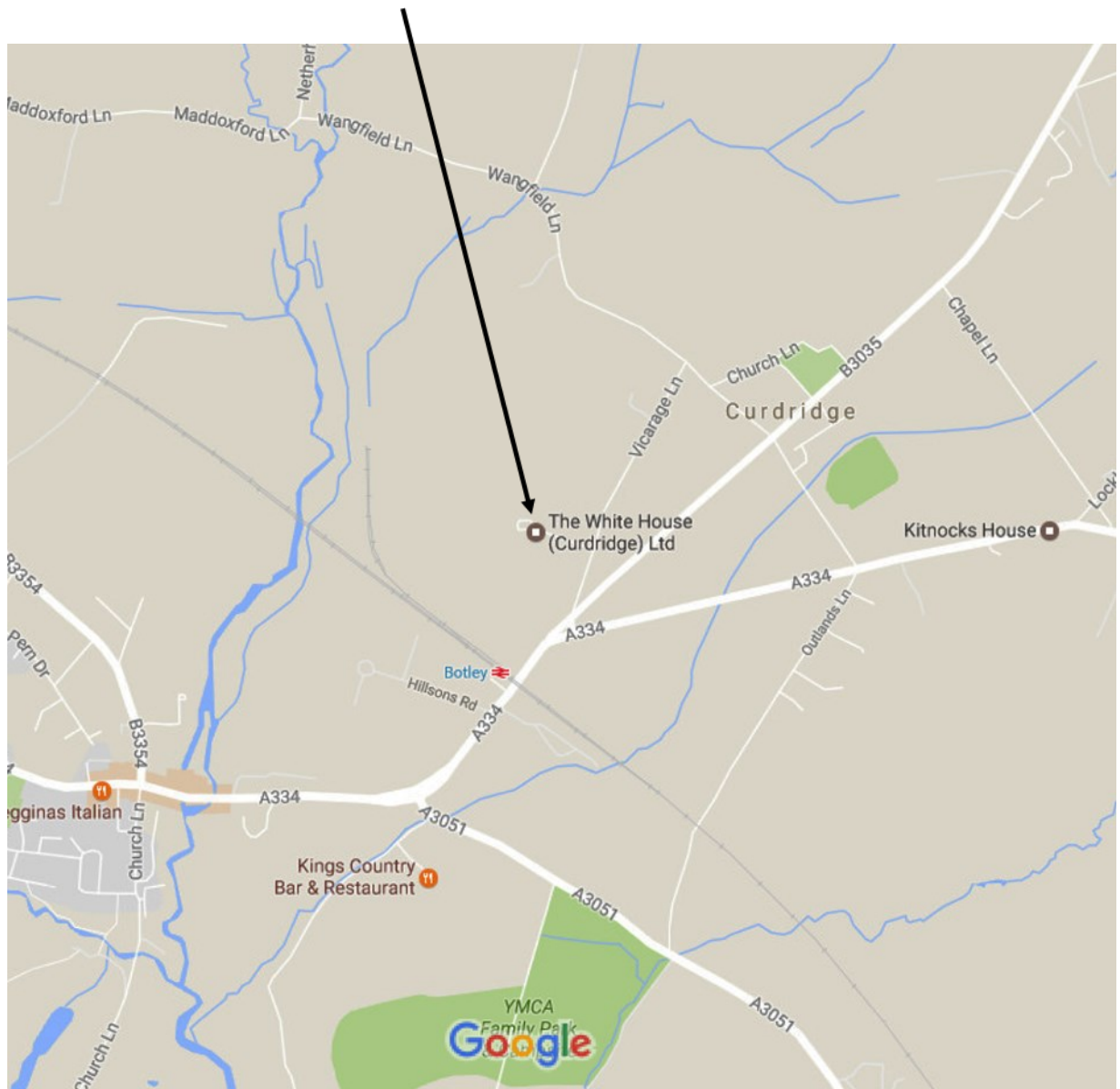
Staff are given in-house training on a regular basis, covering all aspects of caring for people with dementia e.g. person centered Dementia care, fire training, moving and handling, Food hygiene, infection control, health and safety, COSHH, M.C.A +DOLS Adult Protection and also calling in experts for specific Resident issues.

All staff at the Home are committed to caring for residents until the end of life if this is their wish. This decision relies on the G.P. supporting this decision, or deciding intensive nursing care is now required. If required, a multi disciplinary meeting may be held to gather necessary opinions and/or concerns to ensure the best possible outcome for the Resident.





**Where to find us:-**



[www.thewhitehousecurdrige.co.uk](http://www.thewhitehousecurdrige.co.uk)