

Although we want you to be satisfied with all aspects of your life at Sandhills, you may feel so strongly about something we have (or have not) done that you need to make a formal complaint. We hope that problems and disagreements can be sorted out between you and your key worker, or Maggie and Donna. If your concerns are still not resolved, you can approach the following people to complain:

Seán Gray
Chief Executive
Dorset Residential Homes
Connaught House
22 Cornwall Road
DORCHESTER
DT1 1RU
Tel: 01305 267483

or
Care Quality Commission (CQC)
Colston 33
33 Colston Avenue
Bristol
BS1 4UA

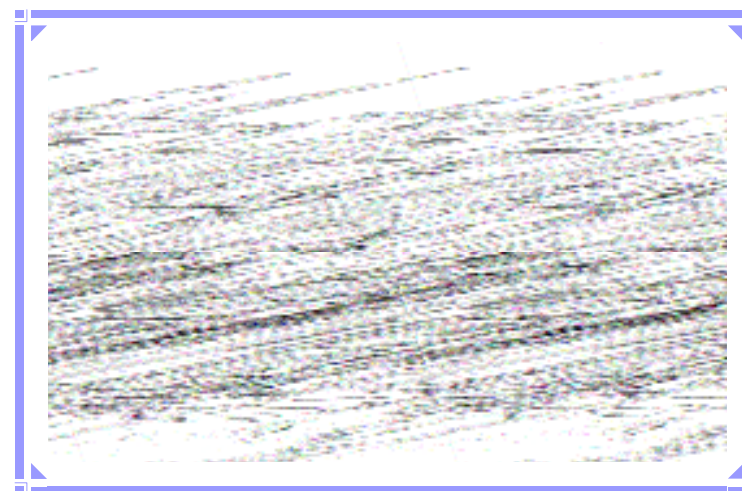
Telephone: 0117 930 7110
Fax: 0117 930 7112

You can ask to see Seán or Gillian (same address) any time you feel we could do things better. You can also ask to meet the Care Quality Commission Inspector when they come to Sandhills for an inspection visit.

If you want to make a written complaint at any time, you can expect the staff to help you prepare a letter.



SANDHILLS



A Guide for Service Users

Introduction

Sandhills helps people who have a learning disability. There are 9 people living at Sandhills. Our staff will do their best to help you to get the most out of life and to deal with any problems you might have. People will continue to live at Sandhills for as long as they need to.



It is a large, attractive house with 10 single bedrooms, some bedrooms are located on the ground floor and all have washing facilities (2 are ensuite). The lounge, kitchen and dining room are all separate. To the rear of the property is a spacious conservatory overlooking large mature walled garden which is used for many activities. The house has lots of special equipment such as baths, toilets and hoists to make sure all your needs are met. Sandhills is situated in the heart of Stalbridge Village and is in easy walking distance of the local shops and pub.

Sandhills is registered as a care home with the Care Quality Commission (CQC), a government agency which inspects residential care homes to make sure that they are doing their job properly. Although we are registered as a care home we hope that the Home looks and feels like a friendly place to stay.

How much choice do I get?

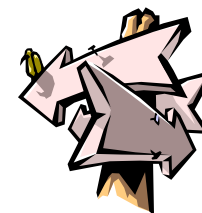
As far as possible, we will always try and agree with you how best to support you and how you lead your life while you are living with us.

Any rules that we ask you to respect are simply there to make sure that everyone can live together with a degree of harmony!

We also need to make sure that everyone is reasonably safe and secure.

In general, we want you to be as independent as possible and to make as many choices as you feel you wish. These may include:

- ☺ What to wear
- ☺ What to eat or drink
- ☺ What activities to take part in
- ☺ When to get up or go to bed
- ☺ Who to invite into your room
- ☺ Any special things you might need to do
- ☺ Helping decide how the house is run



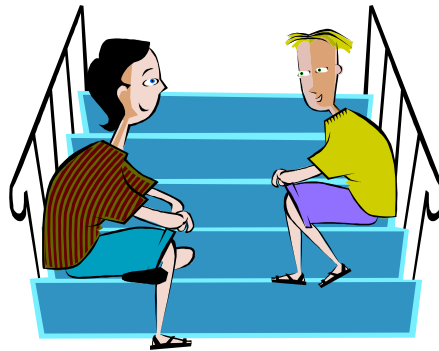
If we are unable to meet your choice we will always explain why and try and agree a compromise that is fair to everyone in the house.



Confidentiality

Everyone in the staff team needs to know how best to help you, so we would expect to share what you have told us with the whole house team. Some people outside of the home, such as community nurses and social workers also need to share information about you. Our managers, Seán and Gillian, need to know everything is working well, so they may also look at your support plan and other documents.

We do not give personal information about you to anyone who really does not need to know.



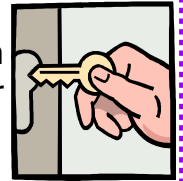
You might feel that you want to tell one of the staff something that you don't want everyone to know. Sometimes the staff would ask for your permission to tell other members of the team.

On rare occasions a resident might not give permission, but the team member would have to tell Maggie anyway because they believed that this would protect you from harm. We would always explain to you why we had done this.



The building is owned by Signpost Housing Association, who rent it to DRH and are expected to maintain the building in a good condition.

Everyone staying at Sandhills will have their own room and are free to lock their door whenever they wish.



Residents have access to all the other rooms. Everyone is free to come and go as they wish, although you may need staff to help you when you are out.

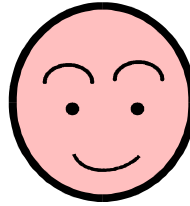
Staff are employed by Dorset Residential Homes (DRH), a local organisation which is registered as a charity. DRH manages a number of residential homes in the West of Dorset.



The home has a minibus and car that we use to go out shopping, on visits and trips. If you go to a day centre, Social Services will make arrangements with you to get to and from the home and to your local day centre.



There are a number of things we believe help to make Sandhills a good place to live.



These things are important to us:

- ☺ Safe, secure, happy and positive environment
- ☺ Respect for your privacy and dignity
- ☺ Helping you feel good about yourself
- ☺ Treating you as an individual
- ☺ Keeping a balance between your own choices and keeping you safe
- ☺ Helping you understand and manage your feelings in a good way
- ☺ Helping you keep and meet friends including your special relationships
- ☺ Helping you stay as independent as possible and helping you learn new things
- ☺ Involving you in setting and reviewing your support plan
- ☺ Helping you understand and meet your healthcare needs
- ☺ Giving you help whenever you need it
- ☺ Giving you lots of opportunities to make choices during your stay.
- ☺ Giving you lots of opportunities to take part in activities both within the home and within the local community
- ☺ Involving you in everything we do in the house
- ☺ Helping you when you are sad or upset
- ☺ Helping you to get access to appropriate primary and secondary health care.

Whilst you are staying with us we want to make sure that you are kept safe and secure so there are a number of things that we may do or ask you to do with us.



We would ask you to let us know when you leave the building and return. This stops us worrying about you!

We have a fire alarm system within the home with smoke/fire detectors in all rooms, we test these every week. We also have regular fire drills and we would ask you to join in with these drills.



We always welcome your visitors, but would ask that if possible they phone and let us know they are coming and that they tell staff when they arrive and leave and sign our visitors book.



We believe that you have a right to your own privacy and dignity and would never do anything upset you. We would never deny your rights unless we felt that you were putting yourself or other people at serious risk, if this happened we will always have a full meeting to look at what we can do to make things better



Who is there to help me?

The home is managed by **Maggie Cooper**, RSCN. Maggie is a very experienced Learning Disability Nurse who has successfully managed Sandhills since 2004. Maggie has also achieved a National Vocational Qualification (NVQ) in Care Management.

Maggie is supported by her Deputy, Donna Rayner and an enthusiastic, skilled and competent team of full and part time support workers. All our support workers have achieved or are working towards NVQ Level 2 or 3. The gardens are maintained by a gardener/handyman who works around all our homes.

Maggie is directly accountable to **Seán Gray**, Chief Executive, DRH, who has been approved by the Care Quality Commission as the home's Registered Provider. Seán is also a registered psychiatric nurse who has had experience of managing psychiatric services for over 25 years.

Gillian Northcote, RNMH, DRH Deputy Chief Executive, provides managerial and clinical support to Maggie and her team. Gillian has extensive experience of managing learning disability services.

Deborah Strange is our Liaison Officer with responsibility for this home. Deborah supports Maggie and her team across a wide range of functions, including personnel administration. Seán, Gillian and Deborah are based at DRH main office in Dorchester.

General Information

TOILETRIES: bed linen and towels are supplied but you need to buy your own personal toiletries.



PERSONAL BELONGINGS: you can bring personal items, including your own furniture. We also have a safe that you can use to lock away personal money or valuable items if you wish. All our bedrooms have locks on them and if you wish you can have your own key. Any electrical items will have to be checked to make sure they are safe.



LAUNDRY: We have machines that you can either use yourself or staff can help you to do your washing.



MEALS AND DRINKS: You can use the kitchen to make yourself a snack or drink, if you need help staff will assist you, we can provide for any special diet you may have and residents are always encouraged to help plan and prepare the meals.



MEDICATION: Most residents may continue to take certain medicines. These will be explained to you so that you will understand:

- What the medicine is for
- How much and how often you will need to take it.
- What effects it may have.



You can either look after your own tablets or give them to the staff who will administer it for you. All medication must be in the proper container that the pharmacist gave you and must have a proper label on it, otherwise we will not be able to give it to you.



SMOKING: In order to be fair to everyone we do not allow smoking in the house

Moving to Sandhills

If your community nurse/social worker thinks that you might benefit from moving to our home they will write to DRH and staff from the home will arrange to come and talk to you to see how you feel about this.



You will have the opportunity to visit us to see what you think about us. We also need to talk to the local NHS about paying for your stay. Most people who stay at Sandhills are funded fully by the local NHS (SW Dorset Primary Care Trust). Whilst you are living at Sandhills, we will support you to:

- ☞ Develop good social and personal relationships.
- ☞ Develop personal/social skills to achieve personal growth.
- ☞ Build a meaningful lifestyle with sense of purpose.
- ☞ Benefit from good emotional, mental and physical health.
- ☞ Experience safety and security in your life.
- ☞ Join in local community life.
- ☞ Live your life to the full.
- ☞ Make meaningful decisions about your everyday life and your future.



What happens next?

When you move in to Sandhills, we will spend time getting to know you. One of the staff team will work quite closely with you (your key worker) so that together we can agree what needs to be done to make your life as safe, secure and enjoyable as possible.



We will also agree with you all those things that we need to do together to make sure that you are able to live as independently and as safely as possible. All our residents have a support plan which identifies all those things that we have agreed with you. This is reviewed with you on a regular basis. As well as being fully involved in drawing up your own support plan, your family and friends could also be involved—if this is what *you* want. Your key worker is responsible for monitoring, co-ordinating and reviewing your support plan. You do have the right to choose your key worker.

Your support plan may include something about how you could join in the daily activities of the home, or might relate to getting involved in life outside.

Your support plan will also include things we need to do to keep you physically healthy.

