

Although we want you to be satisfied with all aspects of your stay at 5 Prince of Wales Road, 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 Michelle. 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

National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
e-mail: enquiries@cqc.org.uk

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 5 Prince of Wales Road 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.



ENCOMBE

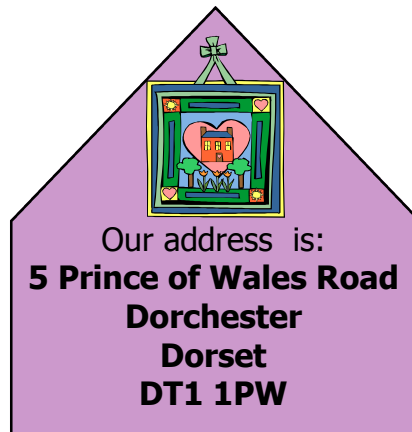
5 PRINCE OF WALES ROAD



A Guide for Service Users

Introduction

5 Prince of Wales Road is a short term breaks service where people who normally live at home can come in and have a break from their carers or parents. This may be on a regular planned basis or for an occasional overnight stay. The aim of the home is to ensure you have a comfortable and enjoyable stay doing all the things you normally do and hopefully meeting new friends and learning to do new things.



It is a large, attractive house with 8 individual bedrooms, lounge, dining room, kitchen and lovely rear garden. The house has lots of special equipment such as baths, toilets and hoists to make sure all your needs are met. It is very close to the town centre near all the shops, pubs and local gardens.

5 Prince of Wales Road 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. We hope that 5 Prince of Wales Road looks and feels more like a friendly place to stay.

How much choice do I get?

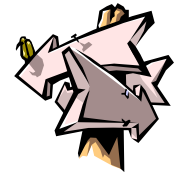
As far as possible, we will always try to agree with you how best to support you and how you lead your life while you are staying with us.

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

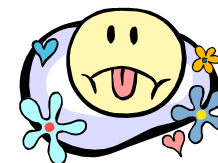
We also need to make sure that everyone is reasonably safe and secure.

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
- ☺ Deciding as part of a group what you are going to do during your stay
- ☺ Helping decide how the house is run



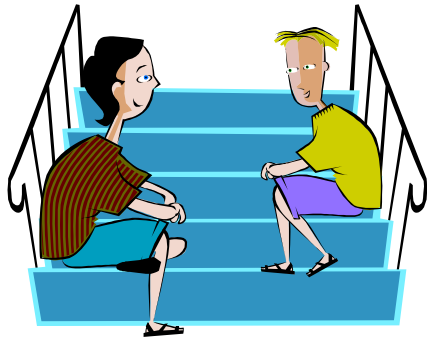
If we are unable to meet your choice we will always explain why and try and agree a compromise that is fair to everyone in the house.



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.



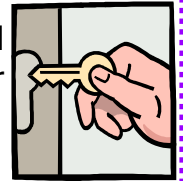
You might feel that you want to tell one of the staff something that you don't want everyone to know. Sometimes the staff would ask for your permission to tell other members of the team.

On rare occasions a client might not give permission, but the team member would have to tell Michelle 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 5 Prince of Wales Road will have their own room and are free to lock their door whenever they wish.



Clients 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.

We also have a flat within the house that can be used by clients who need to have their own area away from other people or who may need a safer environment.

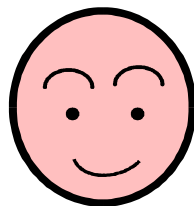


Staff are employed by Dorset Residential Homes (DRH), a local organisation which is registered as a charity. DRH manages a number of residential homes in the west of Dorset.

The home has a minibus that we use to go out shopping, on visits and trips. Social Services will make arrangements with you to get to and from the home and to your day services during your stay with us



There are a number of things we believe help to make 5 Prince of Wales Road a good place to stay.



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
- ☺ Helping you make choices that are safe for you and others
- ☺ Helping you understand and manage your feelings in a good way
- ☺ Helping you stay as independent as possible and helping you learn new things
- ☺ Helping you keep and meet friends including your special relationships
- ☺ 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 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

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.



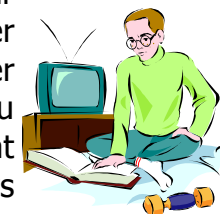
We would ask you to let us know when you leave the building and return. This stops us worrying about you! We do have an alarm system that you can use to call us if you need help and that lets us know where you are so we can make sure you stay safe and secure.

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 to upset you. We would never deny your rights unless we felt that you were putting yourself or other people at serious risk. If this happens 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 **Michelle Barnes**, RNMH. Michelle a very experienced Learning Disability Nurse who has successfully managed one of our other nursing homes for a number of years. Michelle has also attained a National Vocational Qualification (NVQ) in Management of Care Services.

Michelle is supported by her Deputy and an enthusiastic, skilled and competent team of (8.6wte) full and part time support workers. All our support workers have achieved or are working towards NVQ Level 2 or 3. The team also includes a gardener/handyman who works around all our homes.

Michelle is directly accountable to **Seán Gray**, Chief Executive, DRH, who has been approved by the CQC 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 Michelle 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 Michelle 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 should bring in your own personal toiletries and incontinence pads that you will need during your stay.



PERSONAL BELONGINGS: you can bring in small personal items; we have a safe that you can use to lock away personal money or valuable items if you wish. We will check all electrical items 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 requirements you may have and residents are always encouraged to help plan and prepare the meals during their stay



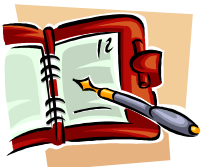
MEDICATION: You should bring any medication you may need during your stay with you each time you come in. You can either look after your own medication or give it to the staff who will administer it for you. All medication must be in the proper container that the pharmacist gave you and must have a proper 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.

Staying at 5 Prince of Wales Road

If your community nurse/social worker thinks that you might benefit from using our home they will contact the Admissions Panel and put your name forward. They will also make sure that the team has all the information about you that they need.



The referral team will then agree if our home is suitable for you and agree with you how often you might need to come for a stay and any other special requirements you might have.

Once this is agreed our Home Manager will talk with you and start to plan your stay with us.

You will have the opportunity to visit us to see what you think about us. You can ask any questions that you may have, look around the house and meet the staff and other residents that already use our home.



You may wish to come for an informal visit first and meet the staff and other residents and have a cup of tea.

We book all our respite care at least 6 months in advance; this is to make sure everyone knows what is happening. In emergencies we will always try to move things around and may occasionally ask you to help us if this happens.

What happens next?

When you first stay at 5 Prince of Wales Road, we will spend time getting to know you. One of the staff team will work 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.



All our clients have a support plan which identifies all those things that we have agreed with you. The support plan will follow your own lifestyle plan that you may already have in place.

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. It might also include information about any special help you may need with things such as eating, washing, walking or doing things around the house. Our staff are trained so they can help you meet most of your needs, but if you need very special help we will discuss this with you and assist you in getting this help from someone else, like a member of the community team.



Most clients may need to take some kind of medicine to keep them healthy, and we will help you take any prescribed medicine that you bring in with you during your stay.

Sometimes people become ill while they are staying with us, if this happens we will always try and get you to see your own doctor. That is not always possible, however, so we are registered with our own local doctor who you can visit if they need to.