



*Rated as **Outstanding in Care**
By the Care Quality Commission*

Main Road, Eastburn, Keighley, BD20 7SJ

Telephone 01535 654989

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Website www.crofthousecarehome.co.uk



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A note from the owners Giles and Vicky Bateman

Thank you for requesting a brochure for Croft House Care Home. My wife and I are owner-managers of the Home and work here together, full time, ensuring the quality of care we deliver is at its best at all times.

Croft House has been a family business since 1987 run previously by my mother and father, with myself and Vicky taking over in 2006.

We are assisted by our deputy manager Kelly Flaherty who has been working in care since 2008.

We have 29 single rooms, 44 staff and a Shih Tzu dog!

The information in this pack covers all areas of the service we provide here at Croft House and we hope once you have read the information you come and have a look around our home.

Further information and pictures are available at www.crofthousecarehome.co.uk. You can also visit www.carehome.co.uk for testimonials from relatives and residents.

We know from personal experience how difficult the decision to place your loved one in a home can be. Please feel free to call anytime with any questions you may have and feel free to come and have a look around anytime.

Whether you choose to place your relative here with us or in another home we wish you well with your search.

Best Wishes,

Giles and Vicky Bateman



1. AIMS & OBJECTIVES

Our Mission Statement

At Croft House we aim to provide our residents with the most exceptional quality of care possible, embracing the fundamental principles of Good Care Practice.

We aim to provide this in a relaxed, secure and homely environment in which the provision of quality care is our priority.

All our residents who live in our home do so in accordance with our Philosophy of Care.

In order to meet these aims the procedures in our home are designed in order to achieve the following objectives:-

- ❖ It is the objective of our home that all our residents live in a clean, comfortable, safe environment and be treated with respect and sensitivity to their ever changing needs.
- ❖ It is our objective that all staff are caring at all times, be responsive to our residents needs and have the necessary experience and qualifications to provide our residents with the exceptional quality of care we strive to provide.
- ❖ It is our objective to ensure the care we provide is flexible, attentive to individual needs and respects our residents rights to independence, privacy, dignity, fulfilment and encourage their ability to make informed choices about their daily life and the care their receive.
- ❖ It is our objective to manage and implement a formal programme of staff planning, selection, training and personal development thus ensuring our residents needs and rights can be met.
- ❖ It is our objective to provide all residents and their families with our policy for handling complaints and to provide a forum for all service users to provide feedback on the services we provide and a policy on how we respond to that feedback.
- ❖ It is our objective to ensure that we manage the service we provide efficiently and effectively to make the best use of resources and to maximise value for money for our residents.
- ❖ It is our objective to ensure that the care we provide is in accordance with the agreed contract.



2. PHILOSOPHY OF CARE AT CROFT HOUSE

At Croft House we adopt the Person Centred Care approach to looking after our residents. This approach ensures every resident is treated with respect and dignity, and we strive to maintain their independence and be sensitive to their ever changing needs and abilities.

We encourage all our residents to exercise choice, wherever possible and for as long as possible, in all aspects of their daily life and in the continuous planning of their care. We value and encourage their opinions along with those of their families and all people we deal with here at Croft House.

All our residents and their families are encouraged to be involved in their individualised care plans which are monitored continuously.

The core principles of care we base our care plans on are;-

- ❖ **Independence** – ensuring independence as long as possible
- ❖ **Dignity** – maintaining dignity at all times
- ❖ **Privacy** – providing privacy when necessary
- ❖ **Choice** – allowing choice at all times
- ❖ **Rights** – ensuring residents' rights are protected
- ❖ **Fulfilment** – helping our residents have fulfilment in life
- ❖ **Security** – providing a secure, homely environment
- ❖ **Respect** – ensuring all residents are treated with respect
- ❖ **Equality** – ensuring all residents are treated equally
- ❖ **Diversity** – ensuring flexibility in daily life
- ❖ **Empowerment** – ensuring residents feel empowered about their care
- ❖ **Inclusivity** – including all residents in daily life and in all aspects of their care planning



3. ORGANISATION STRUCTURE

At Croft House we really do consider ourselves to be a team. We have a very low turnover of staff which is unusual in our industry. We consider our staff to be one of our unique selling points, with the majority of Staff having worked for us for a number of years.

Giles and Vicky both work full time in the business and are based on site. Giles is the homes Registered Manager and has worked here since April 1993. Vicky is our accountant and deals with all administration issues and oversees the provision of care and all other aspects of how the home runs.

Our deputy manager, Kelly Flaherty, joined us in 2017. She is responsible for the delivery of care on a day to day basis and is very experienced in care, and manages the other members of the care team. Of the 25 strong care team, several are working towards their NVQ Level 5's, 10 have NVQ 3 or equivalent and 10 have NVQ 2. Those without NVQ 2 are all encouraged to work towards it.

We usually have up to 39 staff employed at one time which includes carers, 2 chefs, 2 kitchen assistants, 5 domestic staff, 2 laundry assistants, an activities co-ordinator and a handyman. Currently 10 staff have been with us more than 2 years, 8 more than 5 years and 7 more than 10 years! Continuity of staff is so important for the elderly because they develop good relationships with each other and the staff know the needs and abilities of each of the residents, both vital in the provision of good care.



4. ABOUT CROFT HOUSE & OUR RANGE OF SERVICES

Accommodation:

Croft House is a large Victorian House with a modern extension, situated in extensive grounds in the village of Eastburn.

We are a Residential Home registered with Bradford Social Services since 1985. Our home caters for elderly people of both sexes, with mental or physical frailty, but which require no frequent or permanent nursing care over and above that provided by the community services. If a clinical need arises this is administered by the Community District Nurses.

The accommodation comprises of 29 single rooms (of which 5 are en suite), and a suite of two rooms (suitable for couples). We have 3 communal lounges all with TV and music facilities and a computer with internet access. We have a lovely spacious dining room situated on the ground floor which we also use for arts and crafts and visiting entertainers.

We have a mobile telephone which residents can use and some residents choose to have a private phone line in their room too.

We have 2 large bathrooms on the ground floor one of which is a wet room with a walk in shower, and a designated hair salon.

We have lovely gardens where residents can sit out in the summer or do gentle gardening. The gardens have raised beds for wheelchair access and is enclosed for those with dementia. Our gardens are a haven for local wildlife, we have several bird feeders which are visited regularly by birds and squirrels and we even have a wild deer that often visits.

Catering:

We are very proud of the food we offer here at Croft House. We have 2 full time cooks and 2 kitchen assistants who prepare and cook all our meals fresh each day.

Our menus are done on a four weekly basis and are reviewed by a nutritional expert to ensure that all our meals are balanced nutritionally. All diets can be catered for and any special needs or wants met. As part of our admissions procedure we will discuss food preferences and establish any like and dislikes.

Hot and cold drinks are available throughout the day with a refreshments trolley being served mid-morning, mid-afternoon and at bedtime. At these times residents are offered the choice of tea, milky coffee or lemonade. Mid-morning we offer homemade biscuits and mid-afternoon our trolley looks amazing with home cooked cakes on offer as well as fresh fruit.

Breakfast can be anything from toast and marmalade to porridge, cereal or kippers. A full English breakfast is served every Saturday and a full Sunday dinner every Sunday.

Our main meals tend to be served at lunchtimes with a lighter meal served at tea time. All relatives are welcome to stay and have a meal with their family member whenever they want – this can be either in the dining room or in the residents own room.

Catering (cont.):



We have a “Fish and Chip” lunch every fourth Friday which we collect from the local Fish and Chip shop – all our residents love this and some prefer to keep it in the paper!

When a relative comes to visit they are always offered refreshments and we try to make their visit feel special as if they were having tea or coffee out.

Our cooks make fabulous birthday cakes for every resident and we amend our menus for special occasions such as Pancake Day or Christmas. Alcoholic drinks are offered occasionally and they really do go down a treat!

Every Wednesday our cooks do baking with the residents which is something they really enjoy.

All food is homemade and meat is sourced from Ellisons Butchers in Cullingworth. A copy of our most recent menu is enclosed for your review.

Personal Care Services:

At Croft house we have access to a wide variety of specialist practitioners who visit our home on a regular basis or on whom we can call when required.

The services covered are as follows:

- ❖ We have a weekly visits from our local GP / NP
- ❖ Our Chiropodist visits every 6 weeks
- ❖ Our Hairdresser visits every week
- ❖ We have an holistic therapist who visits every two weeks
- ❖ We have opticians and audiologists who visit on request.

Nurse Call System:

All rooms and bathrooms are fitted with our nurse call system. This is a simple but effective system where residents can call for assistance or call with an emergency.

Personal Administration:

Any member of staff will help with letter writing, Christmas cards, dealing with post or doing little bits of shopping. All residents can go on the Electoral Register if they so wish.

Laundry:

Laundry is a very important and difficult task to get right in an environment like ours. In the past this was the area which we found most of our residents families raised comments about.

In response to this we now have a dedicated laundry team who work solely doing laundry. All laundry is carried out on our premises; all items are named and washed with care and attention to detail.



5. DAY CARE SERVICES

At Croft House we are registered for two day care places per day. A day care place allows an individual to come to Croft House for the day and enjoy full use of all our facilities.

Being elderly can often be very lonely. By visiting our home on day care, guests get the opportunity to interact with a host of new faces, other residents, staff and visitors.

Day care residents can arrive as early as 7am and leave as late as 9pm. During that time all meals and drinks are included in the fee, as well as all entertainment that takes place in our home.

Guests can also enjoy a bath or a shower with full help provided by our professional and friendly staff. Guests can also use the services of all our visiting professionals such as our chiropodist, optician, district nurses, hairdresser and holistic therapist.

Day care can be of real value to families where they have the responsibility of looking after an elderly relative at home. Too often the carer at home is trying to juggle work and other personal commitments whilst caring for their relative. This can be physically and emotionally tiring, even help with bathing or showering can help ease some of these pressures, particularly if their elderly relative has mobility or mental frailty issues.

Funding can often be obtained from Social Services to help cover the costs of day care. Everyone is entitled to an assessment to see if funding can be obtained but ultimately the decision on funding is means tested.

To obtain help or advice on day care services and funding please contact us directly on 01535 654989.



6. ASSESSMENT & MOVING IN PROCEDURES

In order to deliver person centred care there are various procedures in place.

The home has to get as much information on the client as possible. This is usually done through the client themselves, medical teams and the family or friends. A comprehensive assessment has to be carried out by Croft House in addition to any assessments completed by the Social Services and/or the Hospital.

Residents and their families are encouraged to fill in a Life Carer History. This includes not just medical or emotional history, but also a social history such as occupation, major events in the individual's life, etc. This helps to get a more complete picture of the individual. For clients with dementia it is very important to have a life history of the person as this can link in with current behaviour and personality and enable the staff to communicate properly with them.

Croft House produces a Care Plan for each person. This focuses on what their present needs are which may vary from physical needs to emotional or psychological needs. These needs are identified when a resident first comes to Croft House but may vary over time.

Every resident is assigned a Key Worker who completes their care plan, keeps an eye on their room, helps to bath them etc. The key worker will usually develop a closer relationship with the resident than other care workers.

Croft House encourages full access to outside agencies as part of its care planning. For example there are weekly doctor's visit to Croft House from the GPs based at Crosshills surgery. In addition the District Nurse Team at Crosshills visit the home regularly. Hospital appointments are encouraged as are dental and ophthalmic services and access to any medical services.

All clients are escorted by a member of staff if a family member cannot accompany to any appointments. In the event of an emergency no client is ever sent to hospital without an escort no matter what time of day or night it is.

In order to deliver person centred care the staff need to be well trained and committed. Many staff have been on diverse and varied courses and have completed National Vocational Qualifications.

At Croft House we have a very low turnover of staff (this is unusual as we operate in a sector which experiences a high staff turnover) means that staff can develop a proper insight into the needs of the client over time and helps them to get to know the needs of the client on a personal level.

This helps in the delivery of Person Centred Care. It also helps the resident in settling in or with any other problems they may have along the way. Communicating your wishes is far easier with someone you know. It also helps in the delivery of end of life care where familiarity with the care staff is vitally important.

Croft House delivers good care to those who are dying. It is our intention to care for a resident for as long as possible with input from families District Nurses and Doctors.



7. HOW WE CARE FOR OUR RESIDENTS

Individual Care

At Croft House we operate with higher than average staffing levels which allow us to adopt a person centred approach to care. Essentially this means that the care delivered is personalised toward each individual.

So for example:

- ❖ If a resident prefers to get up late then he or she can do so.
- ❖ If a resident prefers a shower as opposed to a bath then that too is arranged.
- ❖ If a resident requires only a little help with personal tasks then this offered for as long as possible, ensuring the resident is as independent as possible. As the needs of the resident change then more help can be offered.
- ❖ We encourage walking daily to help keep residents mobile this is tailored to how much or little can be achieved by a resident on any one day.
- ❖ If a resident requires help eating then that will be offered or if independence can be achieved by using different cutlery or crockery then that is offered. Only as a last resort will residents be assisted with eating.
- ❖ Residents are encouraged to continue with any interests or hobbies they may have
- ❖ Residents are encouraged to comment on the care they receive at any opportunity or at regular residents meetings.
- ❖ Our chefs are aware of the personal food preferences of our clients.

The Key Worker System

The Key Worker system helps identify the changing needs and abilities of our residents. A close relationship is often formed between the key worker and the resident and this helps as the resident feels at ease to discuss their care with their key worker.

The Key Worker is responsible for keeping the Care Plan up to date and ensuring any changes to the residents needs are recorded and dealt with appropriately.

The Key Worker will also be responsible for assisting when the new resident has a bath or shower and generally looks after the residents' daily needs.

These needs are identified when a resident first comes to Croft House but may vary over time.

Staff training and levels



In order to deliver person centred care the staff need to be well trained and committed. Many staff have been on diverse and varied courses and have completed National Vocational Qualifications.

At Croft House we have a very low turnover of staff (this is unusual as we operate in a sector which experiences a high staff turnover) which that staff can develop a proper insight into the needs of the client over time and helps them to get to know the needs of the client on a personal level.

It also helps the resident in settling in or with any other problems they may have along the way. Communicating your wishes is far easier with someone you know. It also helps in the delivery of end of life care where familiarity with the care staff is vitally important.

Care Planning

A resident's Care Plan outlines the needs and abilities of each resident and should be the result of input from ourselves, the resident and their families. Residents are encouraged at all times to have input into the level of Care they receive.

Care encompasses not only physical needs but emotional and spiritual needs and wishes and therefore it is vital that all parties contribute in the on-going Care Planning process.

In Care Planning we encourage the resident to maintain their independence for as long as possible. This can often result in a clash between independence and level of risk. For example some residents are keen to remain mobile either walking with a stick or a walking frame but may be prone to falling.

If this is the case we discuss this with them and their family and together we make a decision as to how best we can minimise such risk whilst at the same time encouraging independence and mobility.

Risk Assessments are carried out for each resident on arrival and are updated when appropriate. The risk assessments can be amended at any time but are reviewed monthly as part of our quality assurance procedures.

The Risk Assessments cover any area of risk for a particular resident but generally cover the risk of falling, risk associated with diet and potential pressure area issues.

Each residents' Care Plan is reviewed weekly by the Deputy Manager and monthly by Giles Bateman.

Day to Day Procedures

At the change-over of every shift all members of staff complete a report on each resident outlining any issues, problems, needs or news that have become apparent during that shift. This is then discussed with the following staff at the start of their shift. This allows the passing of information about residents to take place in real time ensuring continuity of care and well-being.

We have quality assurance procedures in place throughout the day to ensure that every resident receives help with personal tasks. Staff must sign to confirm they have taken responsibility for all such tasks. This accountability enables close supervision of staff and ensures that any problems can be dealt with speedily.

We keep detailed records for bathing and bowel movements for every resident and where necessary food and fluid charts.



Use of Outside Medical Services

Croft House encourages full access to outside agencies as part of its' care planning. For example there are regular visits to Croft House from the GP based at Crosshills Surgery. In addition the District Nurse Team at Crosshills visit the home regularly.

Hospital appointments are encouraged as are dental and ophthalmic services and access to any medical services.

All clients are escorted by a member of staff if a family member cannot accompany a resident to an appointment. In the event of an emergency no client is ever sent to hospital without an escort no matter what time of day or night it is.

Palliative Care

Croft House delivers good care to those who are dying. It is our intention to care for a resident for as long as possible with input from families District Nurses and Doctors.

We obtain all relevant information and wishes regarding end of life procedures when a resident first moves into Croft House. We have found over the years that this can avoid unnecessary stress for families at this very difficult time.



8. RESIDENTS ENTERTAINMENT

Here at Croft House we have an extensive program of activities for our residents. As well as activities organised by our staff we have many outside entertainers who visit us on a weekly or two weekly basis. Croft House owns its own minibus which regularly takes residents out on trips. We also employ an activities coordinator every weekday morning.

Entertainment includes:-

- ❖ Music 4 Health with Richard - interactive music including classical jazz, every other Monday.
- ❖ Weekly tea dance - Sutton Village Hall, every Thursday afternoon.
- ❖ Armchair exercise - based in the middle lounge, every other Monday.
- ❖ Weekly coffee morning - Eastburn Church, every Tuesday afternoon.
- ❖ Saxophonist Neil - classic saxophone tunes, every other Thursday.
- ❖ Canal trips from Skipton - run by SCAD, 6 per year.
- ❖ Foot massages with Deborah are available every other Thursday.
- ❖ Bus trips - Tuesday afternoons.
- ❖ Trips to Supermarkets, Bingo and Garden Centres/Nurseries - in the mini bus.
- ❖ Andy Wiseman Tribute Singer.
- ❖ Accordion player.
- ❖ Regular visits from farm animals.
- ❖ Bentley the Golden Retriever visits every other Saturday as part of the Pets for Therapy scheme.
- ❖ Activities with Eastburn Primary School.
- ❖ Community Activities within Sutton and Eastburn include; amateur dramatics, local fairs, coffee mornings and activities with the local Primary School and at Eastburn Methodist Chapel.
- ❖ A private carer is available on a Monday and Wednesday morning to drive residents out to nearby Ilkley, Skipton or Keighley for a visit to a coffee shop or little stroll. Charges for this activity are £12.50 per session.

Other activities where the staff try and include the residents are:

Folding washing
Cleaning Brasses
Helping set up in the dining room
Dusting
Helping with teas and coffees
Garden activities
Pet therapy
Going through personal photo albums
Talking books

Sorting socks
Cleaning wheelchairs
Helping clean table mats in the dining room
Polishing
Vegetable preparation
Hanging washing out
Planting seeds inside
Tending to plants
Manicures



9. HOW VIEWS & COMMENTS OF OUR RESIDENTS & THEIR FAMILIES ARE CONSIDERED

Day to day conversations with residents and families

Working full time and being based at Croft House the owners Giles and Vicky have a very hands-on approach to ensuring that standards are always met and any concerns or issues are dealt with promptly. Residents can also discuss issues or concerns with their key workers or with Joanne and Helen.

Residents Monthly Meetings

We regularly hold residents meetings where residents are asked to raise any issues or comments about the home generally. Matters discussed cover entertainment, food, day trips and other things they may have liked or disliked.

Annual review with each resident and family

A more formal review is carried out every year with the resident and their loved ones to discuss any issues or changes to on-going care plans.

Annual questionnaire

An annual questionnaire is sent to:

- Residents & Families
- Doctors & District Nurses
- Entertainers

This questionnaire can be returned signed or can be done anonymously and does provide an interesting read for us! Comments and suggestions can sometimes lead to us amending our practices and procedures. One example of this was one year we received a number of comments about our Laundry Service, items being misplaced, being washed incorrectly, not named etc. so we made the decision to employ full-time laundry assistants. This now means that our laundry runs like clockwork (well unfortunately we still do have the odd mishap).

Please ask to look at the folder where we keep all returned questionnaires.

Testimonials

Even at what must be a very difficult time for families, many of them send cards and letters thanking us for the care their loved one has received. These are put on display for everyone to see and are then filed in our Testimonials Book – again please ask to have a look through when you come to visit. We have also receive a great number of Testimonials which can be seen on the **carehome.co.uk** website.



CROFT HOUSE
residential care home

10. SCALE OF CHARGES

The Scale of Charges at Croft House currently is as follows for both independently funded and Local Authority funded clients:

The cost of the rooms range from £700 - £750 per week from the August 2019.

Additional charges which are not included in the fees:-

❖ **Hair**

The price ranges between £7.00 (dry cut) and £30.00 (perm).

Residents choose when to have their hair cut.

Perms cost in the region of £30

❖ **Feet**

The chiropodist visits once every 6 weeks and charges between £6 and £8.

❖ **Entertainment & Trips**

These are all free of charge as the cost is covered by the weekly room rate, except for the Monday & Wednesday Private Carer trips (see Entertainment page).

❖ **Clothes**

Residents or their families are expected to provide their own clothing. Laundry services are included in the cost of the weekly room rate.



CROFT HOUSE
residential care home

11. SAMPLE CONTRACT

CROFT HOUSE RESIDENTIAL CARE HOME LTD

MAIN ROAD

EASTBURN

KEIGHLEY

BD20 7SJ

Telephone: Reception 01535 654989 or Office 01535 655014

Terms of Acceptance

Client

Proprietors GD & V Bateman

Tel: 01535 654989 or 01535 655014

Principal GD Bateman

Deputy Manager: Kelly Flaherty

Short or permanent placement: Permanent placement

1. Fees for Room

A standard fee of £ _____ per week (or pro rata for part of a week) is payable at all times during residency. Fees will be expected to increase in line with inflation on an annual basis, or as a result of statutory provisions coming into force after the date hereof. One months' notice will be given of any fee increases. Fees are payable either four weekly in advance or weekly in advance by standing order and will be payable by

None or late payment of fees will be discussed with the person named above responsible for paying the fee. The reasons for late or non-payment will be discussed. Failure to resolve the non-payment issue will result in arbitration and or legal action.

The following are the main services covered by the standard fees:

- All daily meals
- All in house drinks
- Domestic service
- Laundry service
- In house entertainment
- External trips such as theatre visits bus trips etc.
- All external entertainment



The following services are charged separately but will be provided at cost. These costs however may vary as they are dependent on 3rd party suppliers.

- Hairdressing
- Chiropody
- Telephone charges to a client's own phone in their room
- Any services arranged on behalf of the resident e.g. dry cleaning

Should a resident require hospital treatment Croft House will retain the accommodation for 6 weeks at the full weekly charge. However, funding can be reviewed in light of the benefits received and the wishes of the resident.

In the case of temporary vacation due to holidays etc. the full fees will be charged and two weeks' notice should be given to the principal.

Four weeks written notice is required to terminate a residents occupation or four weeks fees are payable in lieu of full notice. The principal or manageress reserve the right to request immediate withdrawal of any resident if it is deemed necessary in their opinion in the interests of that resident, staff or other residents.

2. Medical Requirements

The resident (or a person with responsibility for the resident) should provide information, prior to admission, regarding their health and any treatments required.

We would advise residents to discuss on admission with the principal any drugs to be taken.

In case of emergency the principal or manageress reserve the right to seek immediate professional attention or treatment in the best interests of the resident, without prior consultation with the next of kin.

3. Personal Effects, Mobility and Insurance

Residents are free to journey out alone if deemed fit. However the person in charge will not be responsible for the safety of the unaccompanied resident outside the home.

Residents are encouraged to bring their own belongings where practicable, to personalise their rooms. However these possessions remain the responsibility of the resident

Insurance for Employers Liability, guests effects (limit any one guest £500) is by the COVEA Insurance Company. The certificate is displayed in the reception.

All valuables should be declared to the principal upon admission.

4. Other

Croft House is registered with, and meets the required Standards for Registration with the CQC. Croft House is not a Nursing Home.

Pets are allowed only at the discretion of the principal. Smoking is permitted subject to certain conditions.



5. Comments or Complaints

Our aim at Croft House is to make the life of our residents as happy and as comfortable as we possibly can. To this end we welcome suggestions from residents and relatives and wherever possible we will comply with such suggestions.

It might be necessary for a resident, or a relative on behalf of a resident, to make a complaint. The complaint will be entered in the Residents' Complaints Book and hopefully resolved between us. All complaints will be responded to within 28 days.

If it is not addressed to your satisfaction then a written complaint can be addressed to:

Care Quality Commission

Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA

Tel 03000 616161

Fax 03000 616172

E Mail enquiries@cqc.org.uk

Or alternatively;

City of Bradford Metropolitan District Council Complaints Unit

FREEPOST Bradford Council (write "Complaints Unit" on back of envelope)

Tel 01274 436820

E Mail sscomplaintsunit@bradford.gov.uk

Or local government if unhappy with Social Services;

Local Government Ombudsman

PO Box 4771, Coventry, CV4 0EH

Tel 0845 602 1983 or 0247 682 1960

Web: www.lgo.org.uk/making-a-complaint

Safeguarding Team

Web www.bradford.gov.uk/makeanalert

or the Safeguarding Adults team on

Tel 01274 431077 or 01274 431077 outside office hours.

It is my duty to detail the procedure for complaints, as I have done above.



Yours sincerely

G D Bateman Principal
Managing Director

I have read and fully understand the above Contract of Residency.

Signed

Relationship to resident

Date

Signed by Proprietor

Date



12. COMPLAINTS PROCEDURE

Our aim at Croft House is to make the life of our Residents as happy and as comfortable as we possibly can. To this end we welcome suggestions from Residents and Relatives and wherever possible we will comply.

We hope that in your dealings with our home that you find our staff and services meet with both your expectations and approval. If ever these standards fall below that which you find acceptable, or if there is anything else that you are unhappy about, we would ask that you tell us as soon as possible. This may be about staff, management, personal possessions Standards of Care, level of activities, food, infection control or any other issue.

If I am available please speak with me; if not, with the senior member of staff on duty. The complaint will be entered in the Residents' Complaints Book and resolved between us within 28 days.

If you prefer to make a written complaint rather than approach me or one of the deputy managers personally then please feel free to do so. Your complaint will be acknowledged in writing within seven days of receipt and of course will be dealt with in the strictest confidence at all times. With your involvement we will endeavour to resolve your complaint within 28 days.

Where the complaint is by a resident whom for whatever reasons needs assistance with the matter, then I will contact an advocate or social worker to act on their behalf.

Residents or relatives can contact the advocacy service available in Keighley, direct, at 135 Skipton Road, Keighley, BD21 3JD telephone 01535 665283.

If a resident or their representative is not satisfied that their complaint is dealt with effectively with in this time then they should refer the complaint to:-

Care Quality Commission

Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA

Tel 03000 616161

Fax 03000 616172

E Mail enquiries@cqc.org.uk

In addition a resident or their representative may wish to contact the adult protection unit. The numbers are listed below:

Or alternatively;

City of Bradford Metropolitan District Council Complaints Unit

FREEPOST Bradford Council (write "Complaints Unit" on back of envelope)

Tel 01274 436820

E Mail sscomplaintsunit@bradford.gov.uk



Or local government if unhappy with Social Services;

Local Government Ombudsman

PO Box 4771, Coventry, CV4 0EH

Tel 0845 602 1983 or 0247 682 1960

Web: www.lgo.org.uk/making-a-complaint

Safeguarding Team

Web www.bradford.gov.uk/makeanalert

or the Safeguarding Adults team on

Tel 01274 431077 or 01274 431077 outside office hours.

It is my duty to detail the procedure for complaints, as I have done above.

Yours sincerely,

Giles Bateman