



Service User Guide

Cranwell Court

Cambridge Road
Grimsby
North East Lincolnshire
DN34 5EP

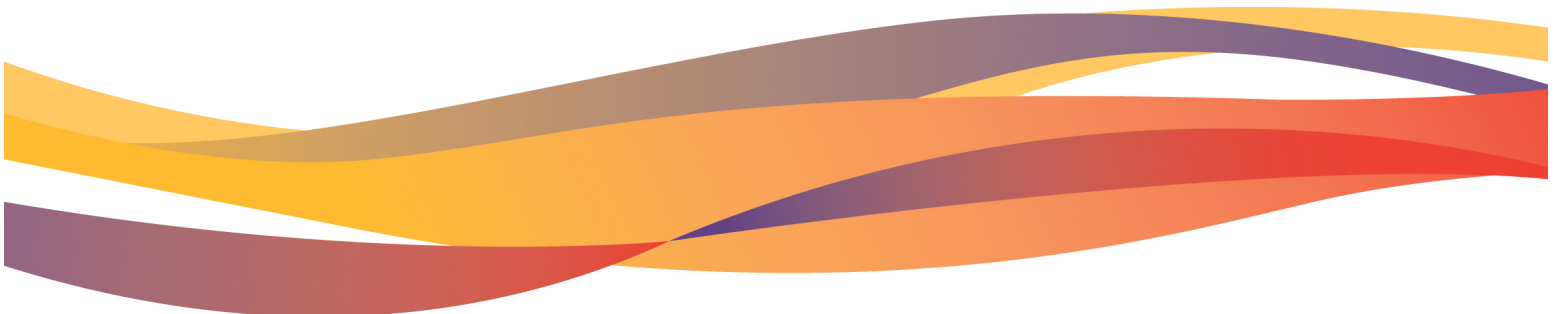
Registered Manager

Sally Eddom

Parent Organisation

L&H Homes
Leverett House
Gilbert Drive
Endeavour Park
Boston
Lincolnshire
PE21 7TQ

October 2011



Introduction

The contents of this Service User Guide have been produced to give you as much information as we can about what you can expect from Cranwell Court. It describes what services we can and cannot provide:

- The mission of the Home
- The quality policy of the Home
- The range of needs intended to be met
- Accommodation
- Qualifications and experience of staff
- Required statutory information
- The rights of residents

1.0 A DESCRIPTION OF THE CARE HOME AND THE PHYSICAL ENVIRONMENT

Cranwell Court is a purpose built home for 55 residents, registered to deliver care to people over 60 who are frail and people over 60 who may suffer from dementia. The home is sited close to the town centre of Grimsby. It is built on the edge of the Grange and Nunsthorpe estates and is easily accessible from all areas within Grimsby and Cleethorpes and the A180 motorway.

Cambridge Road is on several bus routes allowing full access from all areas and is well known by all taxi firms.

There are several Black Cabs and minibus taxis locally that are able to take passengers in wheelchairs.

Aldi Supermarket is approximately 500 metres toward the end of the road, and there are mini-mart shops, chemist, post office, hairdressers and fast food shops nearby – around 200 metres away.

The accommodation at Cranwell Court consists of 53 self-contained flats, each having a bed-sitting room with en-suite bathrooms, comprising shower, toilet and wash hand basin, and the majority have a small functional kitchen. Of these 53 flats, two are for couples, where there is a separate sitting room and bedroom.

There is one flat consisting of a sitting room, bedroom and bathroom, with bath, toilet and hand basin and a further two rooms with a bed sitting room and bathroom comprising bath, toilet and hand basin.

There is a large communal dining room that is used for breakfast, dinner and tea. It is also ideal as a function room for parties, concerts, entertainment, activities and so on, with access from it to the enclosed courtyards which residents are able to sit outside and enjoy the fresh air.

Cranwell Court has a spacious sitting room, equipped with television, video, music system and comfortable seating. It is ideal for getting together with other residents and joining in conversation, watching TV, and generally enjoying daily living.

A conservatory is sited at the end of the sitting room, affording a bright, sunny outlook to the landscaped areas.

There are many corridors and cozy niches within Cranwell Court that are bright, airy spaces, with ample seating. Residents like to use these spaces to read and take advantage of the natural daylight that floods through.

Cranwell Court has a small quiet room ideal for receiving visitors, having communion or just taking time away from the bustle of the main communal areas. This is situated on the upstairs floor.

The hairdressing salon is where residents can use the services of the visiting hairdressers on a Tuesday and a Friday, or they can use it for when their own hairdresser visits.

Seating is provided in the foyer area of Cranwell Court and is popular with residents who wish to get involved in the coming and going of visitors.

Residents are encouraged to bring in their own furniture, if appropriate, to create a familiar environment and a home from home. If needed, we will provide any of the following:

- bed and bed linen
- curtains and blinds
- mirror
- bedside table and lamp
- seating for two
- chest of drawers
- wardrobe
- table

L&H Homes Ltd takes no responsibility for belongings and encourages residents to ensure they are adequately insured.

Where residents have an assessed need for specialist equipment, it will be sought on their behalf by the staff at Cranwell Court. Cranwell Court may not be liable for any costs involved with specialist or extra equipment such as commodes, electric profiling beds and wheelchairs.

Routine maintenance will be carried out by the handyman employed by Cranwell Court. Contractors will be used to carry out specialist or major repairs. All areas within Cranwell Court are routinely cleaned by the domestic staff team which is included in the care fees for the home.

Central heating and hot water tanks are controlled independently by thermostats and timers in each room.

Fire exits and fire-fighting equipment has clear signs in all communal areas indicating the locations. There are break glass points around the home for use in the event of discovering a fire. All residents and visitors are advised to become familiar with their locations.

The outer and inner doors of the flats and rooms are fire doors, as are those at the end of each of the corridors. Those that are open on automatic closers release when the fire alarm is activated and close slowly.

Fire procedures and evacuation plans are displayed in each flat or room. Residents and visitors are advised to read them.

2.0 AIMS OF THE HOME

The aim of Cranwell Court is to provide long term personal care, as defined by Section 49 of the Health & Social Care Act 2001.

We aim to foster an atmosphere of care and support, which both enables and encourages our residents to live as full, interesting and independent lifestyle as possible with rules and regulations being kept to a minimum.

3.0 OUR QUALITY POLICY

Cranwell Court is committed to providing quality services for residents by caring, competent and well trained staff in a safe, though homely environment.

This will be achieved by:

- a Staff Development Programme
- b Recruitment of staff who share our values and will create a homely atmosphere
- c Providing such resources as may be required to ensure training takes place and is effective

Our Home will provide services based upon consultation and assessment of the residents needs.

This will be achieved by:

- a Listening to staff, residents and others with an interest in the home
- b Ensuring that assessments are made which balance risks and needs
- c Promoting a level of responsible risk-taking in daily living activity
- d The operation of an effective care planning system

Our Home will involve residents in the planning and review of the services that are provided for them to ensure that their needs are being met.

This will be achieved by:

- a Enabling and empowering residents to influence the services provided in the Home by giving each resident a real say in how services are delivered
- b Encouraging residents to become involved in all decisions which are likely to affect them, either now or in the longer term.

Our home will consult people about their satisfaction with the service and suggestions for improvement.

This will be achieved by:

- a Residents' consultation and satisfaction surveys
- b Residents and staff meetings
- c Management review of our Quality Management System

Our home will provide catering services which meet the expectations of residents.

This will be achieved by:

- a Planned, structured menus, which include residents' wishes, choices and preferences
- b Menus which are nutritionally balanced in the view of a qualified dietician
- c Menus which allow residents to change their food choices
- d Menu meetings

Our Home will ensure that residents are fully informed about all matters which might affect their well-being.

This will be achieved by:

- a Residents' meetings
- b Keyworker support
- c Provision of notice boards or other displays which inform residents

Our Home will afford all residents and staff an equality of opportunity in respect of living or working in the home.

This will be achieved by

- a An Equal Opportunities Policy

Our Home will ensure that the home is a safe and secure place to live.

This will be achieved by:

- a Ensuring that the physical environment meets all Health & Safety standards
- b Providing each resident with their own front door key unless there are agreed reasons for not doing so
- c Providing each resident with a secure place to store their valuables

Our Home will offer a range of social activities that meet the needs of the residents.

This will be achieved by:

- a Ensuring that activities are offered to each resident which are appropriate to their needs, abilities or expressed wishes
- b Ensuring that the home considers their social, spiritual, cultural, emotional and physical needs on the services it offers to residents.
- c Ensuring that residents feel comfortable to decline any or all of the activities offered by the home

4.0 RESIDENTS' RIGHTS

If you were resident in our home, these would be your rights:

- to be addressed by the name of your choice
- to care for yourself as far as you are able
- to take personal responsibility for your own actions and expect staff
- to accept that a degree of risk is involved
- to personal privacy at all times and a right to lock your own room door
- to invite whoever you choose into your own room
- to independence
- to have your dignity respected and to be treated as an individual
- to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age
- to live your chosen lifestyle
- of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this
- to take an active part in any decisions about daily living arrangements that affect your life
- of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc and where necessary to be assisted with this
- to look after your own medicines
- to control your own finances, if you are able to do so

- to make personal life choices such as what food you eat and what time you get up and go to bed
- to be involved in your own care plan and be involved in any reviews of your needs, which take place at regular intervals
- to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary
- to participate in voting at elections

5.0 FACILITIES AND SERVICES

5.1 Meals

All meals are carefully prepared by our experienced and trained catering staff. Meals are as interesting and varied as possible. Residents are offered choices each day at each meal, also specific health, ethical and cultural diets are catered for. Where needed we will consult with a dietician with regard to special diets.

Early morning drinks are the start of the day, followed by breakfast. Mid morning drinks and snacks are offered, then a two-course dinner. In the afternoon, drinks and snacks are available, followed by a two-course evening meal. Supper drinks and snacks are offered each evening.

Residents have the choice of three meals at lunch and dinner. Whilst every effort is made to provide for individual preferences, the Home does not provide an 'a la carte' menu.

We offer limited quantities of alcohol at parties and special events.

All meals, drinks, snacks and supplements are provided within the fees for service.

5.2 Medical Care – Qualified Nursing and Care Staff

Staff are always on duty to plan and supervise resident's care, ensuring the highest standards at all times.

Residents are encouraged to retain their own doctor if this is practical. District Nurses and Health Care Teams will visit residents in care as appropriate. Staff can and will assist with any visits to healthcare professionals by ordering patient transport where possible. When transport is not provided by the healthcare professional, taxi's can be requested and costs met by the individual. Any costs incurred by staff travelling back to work after escort duties with or without the individual (if they remain in hospital) will also be met by the resident.

5.3 Opticians and Dentist

Residents may choose to retain optical and dental services used prior to admission to the Home, or they may prefer to use the services of the visiting optician or dentist. Cranwell Court is not responsible for any costs incurred for spectacles or dentures.

5.4 Physiotherapy

Where there is a need, referrals may be made by doctors for residents who need the services of a physiotherapist.

5.5 Chiropody

A private qualified chiropodist visits Cranwell Court every six weeks or so. Because he attends to many residents each visit, he is able to keep his fees very low for each resident. Residents may take the opportunity to use this service or they may choose to make other arrangements. All costs will be met by the individual using this service.

5.6 Hairdressing

Visiting hairdressers use the facilities of our fully equipped salon to attend to residents' hairdressing. Each resident pays for the hairdresser's services. If preferred, residents may invite their own hairdresser in, or they can visit any salon they wish to.

5.7 Telephone Facilities

Residents are able to have telephones installed into their flats by BT if they enter into an arrangement with them. The Home will have no involvement with this.

There is a payphone on the first floor of Cranwell Court. The number is 01472 278480.

If required, messages can be taken in the senior care office and calls can be received by arrangement. The telephone number for Cranwell Court is 01472 278479 and the fax number is 01472 872369.

There is no restriction for the use of mobile phones for residents and visitors to the home.

5.8 Administrative Support

The home has an admin assistant whose services may be used by residents who need to have a letter typed. Cranwell Court also has a communal computer if you choose to use it.

5.9 Benefits Advice

Advice can be provided via the home's manager or admin assistant. They may advise you of who to contact for specialist advice regarding pensions and benefits.

5.10 Shopping

Residents are encouraged to go shopping on their own, with relatives or with staff. Where this is difficult, staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Finance Procedures.

5.11 Laundry

Laundering of all clothing and bedding is carried out within the home by dedicated laundry staff whose equipment meets the Care Standards and the 1998 Water Regulations requirements.

The home expects all personal clothing and items to be clearly labeled with name tags and cannot be held responsible for any lost items not marked.

There are no facilities for the laundering of delicate items that need hand washing only and there are no facilities for residents to do their own laundry.

5.12 Dry Cleaning

A dry cleaning service can be sourced via Senior Staff on behalf of residents. All charges for this service will be met by the individual requesting the service.

5.13 Kitchen Facilities

The main kitchen is built, maintained and managed within the standards set by the Environmental Health Department and Care Quality Commission.

The main kitchen is managed by the Senior Cook.

The main kitchen is **NOT** accessible to residents or visitors due to Health & Safety and Food Hygiene Regulations. Residents wishing to avail themselves of drinks and snacks can request them from staff.

Residents wishing to use hot drink making equipment in their rooms and flats will first be subject to a risk assessment, which will be regularly reviewed.

6.0 OTHER SERVICES

6.1 Resident's Property

The home will not accept any liability whatsoever for loss of money and loss or damage to valuable property kept (or said to be kept) in or about the home unless the money or property has been:

- identified to the Home in writing with a current written valuation
- deposited within the Home's safe for safekeeping, **PROVIDED THAT** in the case of money, liability will not be accepted unless the money is deposited with the Home for safekeeping (of which no more than £100 may be deposited with the Home for safekeeping) In the case of all other property, individual residents are solely responsible for a separate insurance policy to cover that risk

6.2 Gifts and Signing Legal Documents

The Home's employees or staff are not permitted to directly accept any gifts and/or presents from residents or to sign, as a witness, any legal document which pertains to one of the residents in the Home.

6.3 Arrangements For Pets

The Home does accommodate pets though each case is considered individually, taking into account the pet, the ability of the resident to care for it and other pertinent issues, such as location of the flat etc.

Any pet permitted wholly remains the responsibility of the resident and not the staff.

7.0 NAME AND ADDRESS OF THE REGISTERED PROVIDER AND HOME MANAGER

This requirement has been met by including the required information on the front cover of the Service User Guide.

8.0 QUALIFICATION AND EXPERIENCE OF THE REGISTERED PROVIDER AND HOME MANAGER

The registered manager currently holds NVQ 2, 3 and level 4 in Health and Social Care.

Sally has worked in residential care since 1999.

Sally started her career as a Care Assistant, and was then promoted to Senior Carer. After a while, she was again promoted, this time to Deputy Manager. In 2008, Sally was appointed the registered manager. Throughout Sally's career in care, she has worked with people suffering from varying levels of dementia. In 2010 Sally was appointed the manager of Cranwell Court.

During her time working within a care setting, Sally has attended numerous training courses pertinent to whatever position she has gained. Sally has been involved in providing staff training and development and is keen to continue to help in the development of policies and procedures.

Information relating to the registered provider

The registered provider is L&H Homes Ltd, Leverett House, Gilbert Drive, Endeavour Park, Boston, Lincolnshire, PE21 7TQ.

L&H Homes Ltd is a Housing Association and Registered Social Landlord that was established on 1st October 2009, prior to this, L&H homes was known as Longhurst Homes and Havelok Homes.

L&H Homes Ltd provides warden estates, housing for people with disabilities and supported housing. It has provision of housing and support for homeless men and manages a woman's refuge.

Cranwell Court opened in 1993 and is one of two care homes for older people owned by L&H Homes. The other home being The Grove at Ings lane Waltham. The association also own Ashley Court in Lincoln, which provides accommodation for younger adults with a physical disability.

L&H Homes has sheltered and general housing in Grimsby, Hull, Brigg, Lincoln, Louth, Gainsborough, Skegness and other areas local to Grimsby.

L&H Homes is one of the larger housing associations in the country and works to the guidelines defined by the TSA and HCA and is part of the National Housing Federation.

L&H Homes has a Care and Support Directorate under which the care homes are managed.

The director for operations, which encompasses Care and Support, is Robin Barr. The Managing Director of L&H Homes is Mike Hardy. Both can be contacted at the registered provider address.

L&H Homes operates a Maintenance Section, Finance Department, Human Resources and an Information Technology Section.

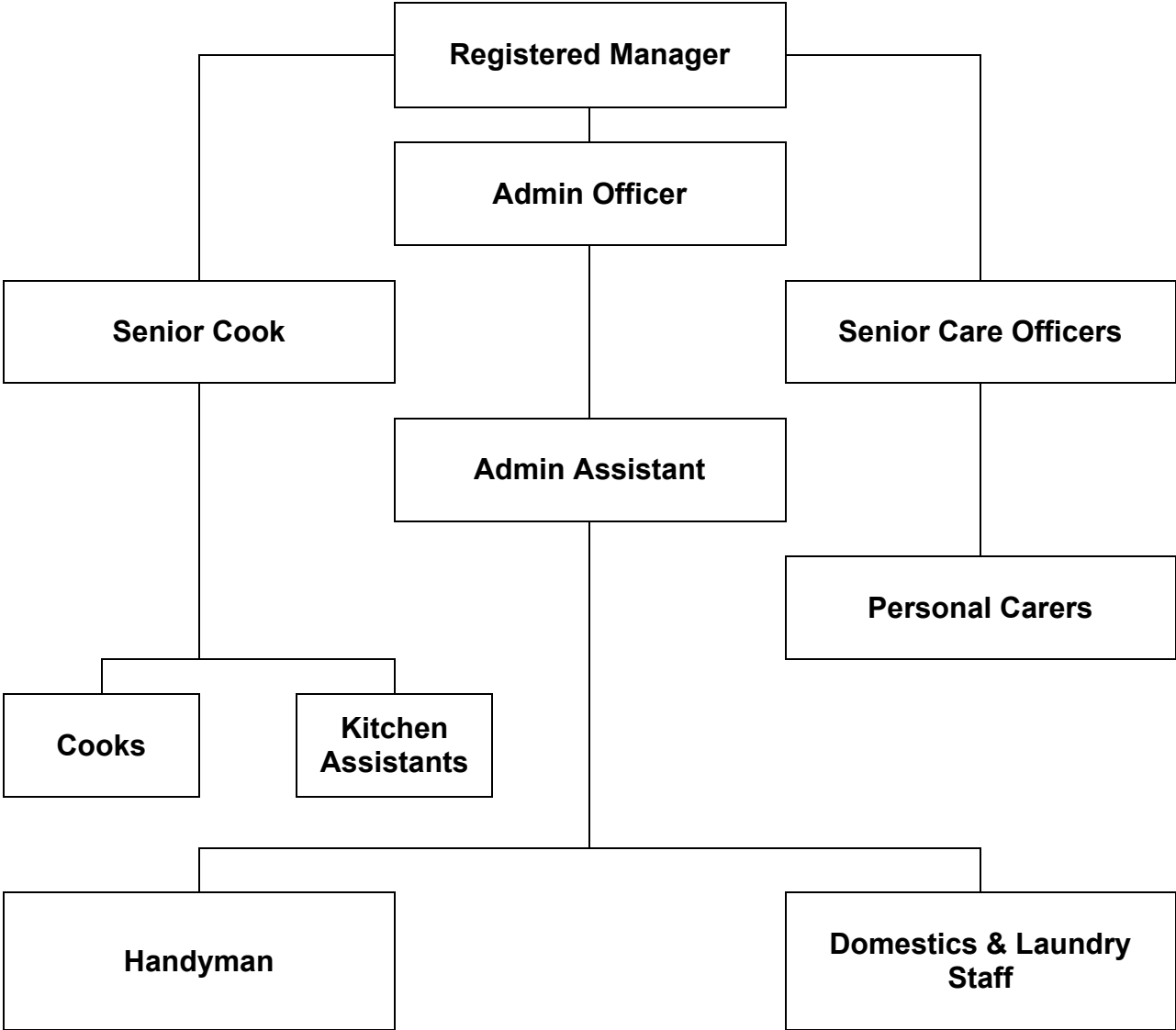
9.0 NUMBER, QUALIFICATION AND EXPERIENCE OF STAFF

The home consists of the following staff:

POSITION	TOTAL HOURS FOR POST	QUALIFICATIONS
Registered Manager	40	See section 8
Senior Care Officer (5 posts)	200	4 x NVQ 3 in Direct Care.
Care Services Trainer	35	Professional Trainers Certificate, Moving & Handling Instructors Certificate
Activities Co-ordinator	27	
	6	
Personal Carer 35 hrs x 11	385 }	NVQ 2
30 hrs x 2	60 }	
28 hrs x 3	84	
25 hrs x 1	25	
22 hrs x 1	22	
21 hrs x 6	126 }	
20 hrs x 5	100 }	
Admin Officer	35	
Admin Assistant	18.25	
Handy Person	35	
Cleaners (5 posts)	105	
Senior Cook	35	
Cooks	48	
Kitchen Assistant (3 posts)	89	

All staff receive induction appropriate to their post and supervision and development throughout their time at the Home

10.0 ORGANISATIONAL STRUCTURE OF THE HOME



11.0 AGE, RANGE AND SEX OF SERVICE USERS

The Home provides long-term care for 55 males and females aged 60 or over who may or may not suffer with dementia.

Accommodation is as detailed in section 1.0.

12.0 RANGE OF NEEDS THAT THE HOME IS INTENDED TO MEET

The Home provides services for the following categories of residents:

- Old Age
- Dementia

13.0 NURSING CARE PROVISION

The Home does not provide nursing care for service users in the home. This means that we are not required to staff the Home in accordance with Regulation 18 (3) – Care Homes Regulations 2001 in respect of ensuring that at all times a suitably qualified registered nurse is working in the home.

The provision of nursing intervention for residents is sought through referral by the GP or other health care professionals to the nursing services.

14.0 ADMISSION CRITERIA, INCLUDING EMERGENCY ADMISSIONS

Cranwell Court admits residents of 60 years of age and above providing that they are in need of residential care. An assessment will be undertaken to ensure we can meet the needs of the resident. Any resident not able to fund themselves will need to meet the eligibility criteria of Social Services for residential care, to be eligible to be considered for funding.

Cranwell Court does not operate a 'first come – first served' waiting list. All new admissions are based on the need for residential care. People who are most at risk whose needs can be met being the priority.

The Home does not admit residents on an emergency basis. The Home's Admission Procedure is always adhered to.

Before admission, residents are invited to come for a meal or the morning/afternoon to help them establish relationships with staff and other residents and to ease any fears.

15.0 SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

Our home is able to provide a variety of ways that residents can engage in the enjoyment of social activities, hobbies and leisure interests.

The Activity co-ordinator consults residents on an individual basis in relation to their interests and wishes regarding social activities.

The range of activities carried out is set out below. (This is an outline list and not exhaustive)

- Bingo
- Flower Arranging
- Relaxation and other Therapies
- Art and Crafts
- Sing-a-long Sessions
- Quizzes
- Gardening
- Gentle exercise
- Table Games
- Concerts
- Outings
- Religious Pursuits
- Reminiscence Therapy
- Reality Orientation

The Home holds regular Fayres and Jumble Sales by which we are able to raise revenue for the Residents' Fund. This fund is used to finance activities, outings and comforts for the residents. Residents may be asked to contribute towards costs of outings, this will be discussed at the time.

16.0 ARRANGEMENTS FOR RESIDENT CONSULTATION ABOUT THE HOME

The Home is committed to ensuring that residents are fully consulted about matters that are significant in the running of the Home or regarding matters that may affect their well being or quality of life. We hold monthly residents meetings which are minuted, and encourage residents to form the agenda.

17.0 FIRE PRECAUTIONS AND EMERGENCY PROCEDURES IN THE HOME

The Home's fire precautions have been designed with advice from the Fire Officer and to date all recommendations are implemented, and in accordance with the Fire Risk Assessment.

However, whilst every attempt has been taken to minimise the risk of fire there can be no guarantee of safety. The Home undertakes regular fire drills and reviews of procedures.

The Home operates a separate Fire Procedure File that includes records of fire drills, alarm tests and evacuations and staff fire training records.

All staff are provided with extensive information regarding the fire procedure at induction. All staff are required to attend annual up-date lectures on fire procedures and the use of fire fighting equipment.

With regard to emergencies in the home, the Home has Policies and Procedures for the following:

- Fire Policy
- Evacuation procedure
- Accident Reporting Procedure
- First Aid Procedure
- Missing Residents Procedure

18.0 ARRANGEMENTS FOR RESIDENTS TO ATTEND RELIGIOUS SERVICES

The Home takes all reasonable steps to ensure that each resident's wishes are known and understood in relation to the practice of their chosen religion.

Where requested, we will observe and ensure confidentiality in respect of religious belief or alternatively we will take such steps as may be necessary to enable residents to attend religious services or access religious leaders, ministers or priests in private.

If residents wish to attend church services away from the home, every effort will be made by staff and transport costs will be met by the individual however an extra cost may be discussed to ensure safety and staffing levels within the home.

19.0 ARRANGEMENTS FOR MAINTAINING CONTACT WITH RELATIVES, FRIENDS AND REPRESENTATIVES

The Home actively encourages residents to maintain all forms of social contact that they enjoyed before moving into our Home. We assist residents to maintain contact if requested.

The Home is looked upon as the residents own home, and hence, subject to the resident's wishes, visitors are, within reason, generally welcome at any time.

Visitors are required to enter their details in the 'Visitors Book' and to sign out on departing. Visitors are made aware that this is to comply with Care Home Regulation 17 & Schedule 4(17), Health & Safety legislation and Fire Safety Regulations.

20.0 ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Shown below is the Complaints Procedure for Cranwell Court:

It is the policy of Cranwell Court to listen to all complaints and concerns.

If you feel you wish to make a complaint, this can be done either verbally or in writing.

In the first instance, please contact a senior member of staff who will listen objectively and sympathetically and will make a note of your concerns.

Your complaint will be dealt with as quickly and effectively as possible. If the complaint has not been dealt with in a 48 hour period, or if you are not happy with the outcome, then the complaint will be passed to the Registered Manager on the next working day.

If you are not satisfied with the action taken to resolve your complaint within 28 days you will then be advised that you can complain to the Care Quality Commission however they will not investigate any complaints. You may wish to take your complaint to Longhurst and Havelok homes Head of Older Peoples Service (addresses below).

If at any time you feel your complaint is of a more serious nature, then any step above may be bypassed.

All complaints will be investigated thoroughly and recorded in the Complaints Log. (We use the complaint procedure to improve the quality of the service offered to residents)

You will be kept aware of on-going investigation and you will be notified of the outcome, in writing, within 28 days of the original complaint.

CARE QUALITY COMMISSION

St Nicholas Building
St Nicholas Street
Newcastle Upon Tyne
NE1 1NB

Tel: **0191 2333300**

Director of Operations, Care, Support & Community Services

L&H Homes Ltd
Leverett House
Gilbert Drive
Endeavour Park
Boston
Lincolnshire
PE21 7TQ

Tel: **01472 256396**

21.0 ARRANGEMENTS FOR REVIEWING SERVICE USERS PLANS

The Home operates a full service user care planning and review system. Care plans are reviewed monthly by senior members of staff or when your needs change.

The procedures and documentation relevant to this process is available and will be presented on request

The process begins with the Initial Assessment of which the form is also available on request. Your care plan will be written and you will be requested to read and sign this within your first month of admission.

Cranwell Court will invite you and your family to an in house review of the service and care plan every 6 months, during this review, your care plan will be discussed, updated and signed as a true record.

22.0 ROOM SIZES AND NUMBERS IN THE HOME

All accommodation offered within the Home meets the requirements as set out in the Care Home Regulations.

Communal Space is in sufficient amount to also meet the standards.

See section 1.0 for a comprehensive description of accommodation and the room sizes are as shown on the table below.

TABLE OF ROOM SIZES

Flat Numbers	Floor	Single Double	Size	Details
1	ground	single	10.00 sq m 7.92 sq m	Bed-sitting room, kitchen, en-suite
2 –18	ground	single	16.68 sq m 3.80 sq m	Bed-sitting room, kitchen, en-suite
19 & 19a	ground	single	22.13 sq m 5.00 sq m	Bed-sitting room, bathroom with shower
20 – 35	first	single	16.68 sq m 3.60 sq m	Bed-sitting room, kitchen, en-suite
36	first	double	21.31 sq m 3.80 sq m	Sitting room, bedroom, kitchen, bathroom with shower
37	first	double	29.08 sq m 3.80 sq m	Sitting room, bedroom, kitchen, bathroom with shower

38	first	single	13.44 sq m 3.80 sq m	Bed-sitting room, kitchen, en-suite
39	first	single	17.94 sq m 3.60 sq.m	Bed-sitting room, kitchen, en-suite
40	first	single	19.94 sq m	Sitting room, bedroom, bathroom
41	first	single	14.49 sq m	Bed-sitting room, bathroom
42	first	single	10.85 sq m	Bed-sitting room, bathroom
43	ground	single	25.00 sq m 5.51 sq m	Bed-sitting room, kitchen, en-suite
44 – 47	ground	single	21.5 sq m 4 sq m	Bed-sitting room, kitchen, en-suite
48 – 51	first	single	21.5 sq m 4 sq m	Bed-sitting room, kitchen, en-suite
52	ground	single	22.5 sq m 4 sq m	Bed-sitting room, kitchen, en-suite
53	first	single	22.5 sq m 4 sq m	Bed-sitting room, kitchen, en-suite

Room sizes shown are of bed and sitting areas (top line in each instance and added together where separate).

Kitchens sizes (where applicable) are shown on the second line.

All sizes shown are exclusive of en-suite facilities.

23.0 THERAPEUTIC TECHNIQUES USED IN THE HOME AND ARRANGEMENTS FOR THEIR SUPERVISION

Exercise and relaxation sessions are offered, in accordance with instructions from Health Care Professionals.

The Activity Co-ordinator undertakes a range of exercise pertinent to each resident's ability.

Residents may access their own therapies from approved practitioners. The Home would seek to ensure that the intervention is appropriate for the resident by liaison with the GP or consultant.

24.0 ARRANGEMENTS FOR RESPECTING PRIVACY AND DIGNITY

As part of the Induction for all staff, they are instructed to respect residents and preserve their dignity at all times.

Arrangements for ensuring the residents are treated with respect and dignity are clearly shown in all of our policies, procedures and actions, and nothing is considered with regard to the home and the residents that would compromise the dignity and privacy of **ANY** individual.

Three members of staff and a client within the home are 'Dignity Champions' and their role is to challenge any disrespect, speak up for people and attend relevant meetings and forums. Residents are welcome, if interested to become a dignity champion, please speak to a member of staff.

25.0 THE CARE QUALITY COMMISSION

This is a National body that regulates the conduct of Care Homes in England. There are a number of Regional Offices from which Commissioners carry out their duties.

Cranwell Court is part of the Humber and Yorkshire Region for Care Quality Commission Offices are located at:

Care Quality Commission
St Nicholas Building
St Nicholas Street
Newcastle Upon Tyne,
NE1 1NB

Telephone: 03000 616161

Other useful numbers and contacts:

Care Aware

For free advice and guidance on all aspects of care for the elderly

Telephone: 08705 134925

Ace Advocacy Service

For Advocacy Services for Older People living in North East Lincolnshire

Telephone: 01472 354059

SCHEDULE OF CHARGES

From April 2010

The fees for residential care at Cranwell Court are from:

£448 per week - £473 per week depending on facilities

Fees are set according to how residents are funded, Social Services fund up to a maximum of £375 Per week so therefore a 3rd party top up is required.

For further information, please contact the registered manager Sally Eddom on 01472 278479 or direct line 01472 256446

DATA PROTECTION STATEMENT

The information that you provide on your application form and initial assessment form and that obtained from other relevant sources will only be used to process your application for residence at a L&H Homes Ltd Care Home. Any personal information on these forms will be used in a confidential manner to assist us in our assessment as required by the Care Standards Act 2002

If you become a resident at one of our homes your application form and initial assessment form will be put into an individual care file which must contain all information relating to residence and care needs. The information contained in your file will be used by L&H Homes staff to meet your needs whilst you are in residence. All staff will keep any information kept about an individual in a confidential manner. We may, however, be obliged to share information recorded on file under certain circumstances with representatives of the local authority Social Service Departments or representatives of the Care Quality Commission .