



GLENCAIRN
— HOUSE —

Residents' Guide



01305 268399

enquiries@glencairncare.co.uk

Glencairn House Care Home, 16/17 Cornwall Road,
Dorchester, Dorset DT1 1RU

www.glencairncare.co.uk



Welcome to Glencairn

Glencairn House is owned and operated by Gingerbread Commercial Ltd.
Company Registration number 12491729.

It is registered for 23 beds and provides Care for Adults over 65 years

Director: **Ralph Sanders** | ralph@glencairncare.co.uk

Nominated Individual for CQC: **David Beattie** | david@careideals.com

Director: **Helen Sanders** | helen@glencairncare.co.uk

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Introduction



Glencairn House is a privately-owned Residential care home registered with the Care Quality Commission (CQC).

The Home is located in Dorchester, the County Town of Dorset.

Located in an enviable position in the heart of Dorchester directly opposite the renowned Borough Gardens, Glencairn offers residents a safe, happy home within easy reach of the town and surrounding areas. Local amenities, Dorchester Market and drives in the country are just on the doorstep

We provide Residential care for up to 23 Residents and we have 23 bedrooms. Glencairn House Care Home can cater for people who suffer with early stage dementia along with people who also require residential care. We believe that the best way to deliver a great standard of service is by understanding the needs of our residents in detail. This begins with a pre-admission assessment after which we create a personal plan that details the requirements of our residents in Glencairn House, allowing each resident's care needs to be met. This is continually reviewed and updated to keep up with changing needs and preferences.

Our bedrooms, living rooms and other communal rooms have been fully refurbished to the highest of standards.

We cater for residents over 65 years of age, with early stages/mild dementia, but we are not equipped to care for aggressive or very challenging behaviour. We are able to provide equipment such as profiling beds, air flow mattresses such as the nimbus range or similar pressure relieving equipment to cater for high-risk pressure sores. We cannot provide nursing care. Any nursing duties that may be required are undertaken by the District Nursing Services, with which we liaise on a regular basis.

Aims and Objectives

We aim to always provide high quality and bespoke care to our Residents. We endeavour to have a positive staff culture that enhances the care we provide.

We will always be open and transparent in our dealings with Residents, their relatives, social workers, District Nurses, the CQC and other interested parties.

We deliver care in an attentive and non-discriminatory manner, respecting Residents' independence, privacy and the right to make informed choices.

We encourage Residents to maintain their links with the community, to participate in the Home's activities programme, offer all Residents a varied, nutritious diet and respect their individual requirements.

Some of our other key aims are:

- meeting the needs of our Residents
- provide an environment that Residents regard as Home
- strive to create an atmosphere of comfort, safety, security and high-quality care
- tailor care to meet Resident's specific choices and wishes
- plan Resident's care with the Resident and / or their family
- provide a Home that respects the dignity of every Resident
- defend and uphold each Resident's rights
- respect confidential information
- acknowledge Resident's personal privacy (extending to bedrooms, bathrooms and all personal space)





Mission Statement

We are committed to providing our residents with the quality of service they require, and to operating our activities in a manner in line with statutory requirements.

To these ends it is the policy of the company, through our director, manager and staff to establish and maintain a comprehensive and effective Quality Assurance programme, which is planned and developed in conjunction with our employees. Such a programme will address all aspects of the company's activities and be designed to provide the objective evidence for compliance.

The key fundamental in a Quality Assurance programme is to ensure provision of a caring environment for our residents, which will address their needs whilst preserving their individuality, choice, rights, dignity, privacy, confidentiality and will uphold their independence as far as possible. In addition, consideration will be given to the requirements and expectations of residents, relatives, Local Authorities, General Practitioners and other statutory bodies that also have a responsibility for our residents.

To accomplish and maintain our Quality Objectives, we must remain a profitable business, based on sound business practices. This therefore enables us to continue providing accommodation and care for our residents, and employment for our staff.

All members of staff are trained and developed to understand their respective roles as members of our Team and what they must do to maintain our culture.

The management of the Home strive to maintain the standards of our Quality system, through regular reviews and thereafter making the appropriate improvements.

Residents' Rights



- To be called by the name of your choice.
- To care for yourself as far as you are able.
- To personal privacy at all times and a right to lock your bedroom door.
- 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 be able to access 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.
- To be able to access 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 if you are able to do so.
- To control your own finances if you are able to do so.
- To make personal life choices such as what food you eat, what time you get up and go to bed, etc.
- To be involved in your own care plan and any formal reviews of your needs, which take place at regular intervals.
- To a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- To participate in voting at elections.
- To have full and equal access to all elements of the National Health Service.
- To gain access to claim all appropriate welfare benefits and social services.
- To access public services such as libraries, further education and lifelong learning.
- To be supported to maintain and develop links outside the home



Contact Details

These contacts will be able to provide answers to any concerns that any stakeholder may have; and they will also be able to assist if an interested party needs further information on a general topic.

For Service Queries, Complaints and Compliments

Registered Manager

Glencairn House, 16/17 Cornwall Road, Dorchester, Dorset , DT1 1RU

Tel: 01305 268399 | Fax: 01305 259983 | enquiries@glencairncare.co.uk

www.glencairncare.co.uk

For Regulation and Inspection Queries

Care Quality Commission, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA

Tel: 03000 616161 | Email: enquiries@cqc.org.uk

Dorset Council

County Hall, Colliton Park, Dorchester, Dorset, DT1 1XJ

Telephone: 01305 221000 | Email: customerservices@dorsetcouncil.gov.uk

Local Government Ombudsman

53 – 55, Butts Rd, Coventry , CV1 3BH

Tel:0300 061 0614 | www.lgo.org.uk

For Conduct Issues (regulates the conduct of the Social Care Work Force)

Health & Care Professions Council, Park House, 184 – 186, Kennington Park Road, London,

SE11 4BU. | Tel:0300 500 6184 | www.hcpc-uk.org

Health Ombudsman

Millbank Tower, 30 Millbank, Westminster, London, SW1P 4QP

Tel: 0345 015 4033 | www.ombudsman.org.uk/about-us/contact-us

Details of CQC Registration

Accommodation for persons who require:

Caring for adults over 65 years

Our Management & Staff

Directors: Ralph Sanders & Helen Sanders

Registered Manager: Diane Carnon

Nominated individual: David Beattie

Senior Carers

They oversee what the carers are doing and ensure that shifts run well, and that care delivery is focused and effective.

Carers

We employ these staff because they are caring people. We aim to develop their care skills by sponsoring them for NVQ awards. Alongside other training areas covering specific topics such as Dementia and End of Life Care.

Other Staff

We have administrative staff, and staff who deal with all non-care functions, including housekeeping, laundry, catering and maintenance.

Identification of Staff

All staff should have a name badge.

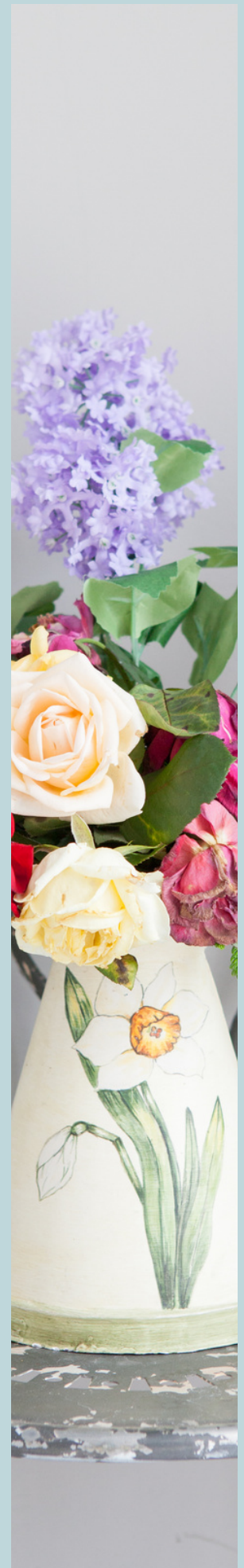
Equipment & Facilities

Equipment

- Hoists / Standaids
- Moving and Handling Equipment for the transfer of Residents
- Bath chair hoists
- Mobile hoists
- Shower rooms
- Electrically operated and profile beds
- Pressure relieving mattresses and cushions
- Integral bed rails etc, as required
- Assistance rails
- Thermostatic valves on bath taps
- Wheelchairs and walking aids

Facilities

- Baths with assistive hoists
- Showers in en-suites
- Call system
- Television points in all rooms
- Enclosed garden
- Telephone points in all rooms
- Lift to all floors





Physical Environment

Our living rooms and other communal rooms have been fully refurbished to the highest of standards. Our Care Home is situated in Dorchester and has 23 bedrooms with TVs in each room. Glencairn House Care Home can cater for people who suffer with early stage dementia along with people who also require residential care.

We have a range of amenities, including:

- 23 modern bedrooms, each supplied with TVs and telephone points
- We have our own on-site hairdressing / treatment salon
- A secure enclosed garden and patio area
- Communal spaces and living room area
- Excellent, nutritious food which can be made to suit our residents' specific health and dietary requirements
- Laundry and housekeeping facilities
- Offices
- Kitchen
- Car park

Residents are encouraged to use the lounge; however, those Residents who choose to stay in their own rooms are free to do so.

Facilities are provided to enable Residents to live as independently as possible. Equipment is available, e.g. bathroom and shower, assisted toilets and hoists.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all Residents within a warm and caring atmosphere and in doing so will be sensitive to the Resident's changing needs. Such needs may be medical, therapeutic, psychological, spiritual, emotional and social.

Residents are encouraged to participate in the development of their individual care plans in which involvement of family and friends may be appropriate and greatly valued.



Physical Environment (cont.)

Glencairn House provides:

- 24-hour care by fully trained staff, made up of Senior Carers and Carers;
- Assistance / prompting with dressing and personal appearance;
- Assistance / prompting with personal cleanliness (washing, bathing and showering);
- Assistance / prompting with getting in and out of bed;
- Home cooked meals catering for all dietary requirements;
- Support / prompting with Continence Care;
- Support with Mobility needs;
- Ensuring medication is taken and on time and be encouraged to handle their own medicines if assessed as having capacity to do so;
- Access to a GP and District Nurses, and support to access other organisations and / or professionals that may be required e.g. chiropodist, SALT, etc.;
- A key worker for each Resident;
- Laundry service;
- A weekly programme of person-centred therapeutic activities to aid rehabilitation;
- Assistance with arranging holidays and the provision of staff (at a cost) if applicable.
- Benefits advice can be provided via the Manager. Information can be obtained about pension and Social Security benefits.

Other Services & Options



Optician and Dentist

An optician and dentist visit regularly although residents are free to make external appointments if they prefer.

Support with Mental Health needs

This can be arranged as necessary through a GP referral or residents may elect to pay privately.

Escorting / accompanying off site

When necessary we can make carers available to accompany residents to off-site visits. This may be chargeable depending on the impact on staffing at the home.

Physiotherapy

This can be arranged as necessary through a GP referral or residents may elect to pay privately.

Chiropody

Residents may be eligible for free chiropody treatment. A private chiropodist can also be arranged at private cost as they visit the Home regularly, or the resident can choose their own chiropodist.

Hairdressing

There is a hairdresser who visits the Home. There is a charge for this service. We can make an appointment with them on the resident's behalf or they may wish to arrange their own hairdresser to come to the Home.

Personal Telephones

Residents can provide their own direct dial telephone in their bedroom. They are then responsible for any billing.

Shopping

Where appropriate we encourage residents to go shopping on their own, with relatives or a staff member. Where this is difficult, staff can assist residents by purchasing goods on their behalf within the necessary safeguards of our Personal Finance policy and procedure.

We recognise that all of our Residents are unique; and each will have their own specific requirements and needs. We will always endeavour to make sure that what we provide to residents is as bespoke and individualised as possible.

Admission Procedures

All potential residents are invited to visit the home prior to admission, alternatively the manager can meet them at their own home to establish whether the Home can meet their needs, including the provision of specialist equipment, use of stairs, etc.

All assessed potential Residents will receive written confirmation that the Home can suitably, adequately and safely meet their care needs.

Care Plans

The Registered manager will ensure that an individual Care Plan is drawn up to assess your needs and prescribe the care you should receive. You and your relatives can be involved in this process and it will be reviewed monthly or more frequently if there are changes in your condition.

Documentation

Following admission, the following will be provided to the Resident / or their representative:

- A Statement of Purpose
- A Residents Guide
- A copy of the Contract, and Terms and Conditions with Glencairn House

Emergency Admissions

These will be accepted so long as the information provided by the referrer indicates that the Home's facilities and amenities are considered suitable for the prospective Resident's needs by the Registered Manager.

Even if the Resident is admitted as an emergency, a "Resident's Bio" will still be completed within 72 hours of admission, to ensure that we have pertinent and relevant information about the Resident.

Emergency admissions will be accepted on an initial short-term basis to allow a full assessment to be undertaken. The cost of the emergency placement will be agreed prior to admission. Please note that Emergency Admissions are the exception. In the vast majority of cases, Residents must be assessed prior to admission.



Fees

Fees are based upon each Resident's dependency levels. Fees are advised to prior to admission and included in the contract.

Fees include the cost of:

- personal care
- accommodation
- food and drink (except alcohol)
- heating and lighting
- laundry (except dry cleaning)
- activities, and other appropriate care.

Fees do not include:

- newspapers
- phone calls
- hairdresser
- individual toiletries
- health & beauty treatments
- transport
- continence aids
- chiropodist
- medication and treatment by a Dentist, Physiotherapist or Optician and similar external professionals.

Hearing tests, if required, may be arranged through third party providers.

Our Manager will notify the payer of the fees of any fee increases one month in advance of this coming into effect.

Charges for items not included within the fees will be invoiced to you in the month following the month in which the charge is incurred and will be due for payment within 14 days.

Social Activities, Leisure & Interests

The facilities at Glencairn House are available to all Residents. We actively provide and encourage links with the local community through our social and activity programme. We encourage visits from families/friends and provide catering for special occasions and anniversaries.

Activities for our Care Home Residents

Glencairn House is more than just a residential care home which caters for people with various needs including those who suffer from mild dementia in Dorchester. We provide the right care and understanding to ensure our residents are taken care of both emotionally and physically. We encourage our residents to continue doing what they love, whether that is a hobby or maintaining their socialising, and have on offer activities such as:

Live music entertainment, quizzes and games for residents

Our residents in Glencairn House are provided with live entertainment, including games, quizzes and music suitable for our residents.

Walks and trips to attractions in and out of Dorchester

Our residents can also enjoy organized trips and walks located within and outside of Dorchester. Past trips have included Bridport, Portland, Wareham and several local garden centres.

Armchair exercises to keep our residents fit and mobile

In Glencairn House, we have professionally trained instructors in regularly to deliver appropriate exercise classes.

Pamper sessions in Glencairn House

We have staff that are also trained to provide pamper sessions for the comfort of each resident, including manicures and foot spa.

Additional information on the activities we provide:

- Manicures
- Gardening
- Parties
- Simple exercises
- Films in our residents' lounge
- Quizzes
- Painting
- Reminiscence
- Outings
- Musical Entertainment
- Board and Card Games and In-house Bingo
- Shopping



Communication with Residents and Relatives / Representatives

We encourage open and transparent communication with our Residents, their relatives and their friends. We do this in the following ways:

- Questionnaires are used as part of the Home's internal audit process.
- Residents meetings will normally be held every 3 months.
- Relatives meetings will normally be held every 3 months.
- Issues can be discussed with the Manager when you visit or via an appointment
- Comment leaflets are available in the reception area.
- Relatives/representatives are asked to communicate with staff on duty to receive regular updates/information/identify any concerns.
- The Resident and their family are involved in the preparation of the care plan. Regular audits and reviews of the care plans are held in consultation with Residents and the family/representatives where appropriate.

Meals



We understand meals and mealtimes are at the centre of Residents' day to day lives. Food is freshly prepared every day according to our wide-ranging menu. Residents have a choice of different options each day.

Tea, coffee, biscuits and fresh fruit are available throughout the day and night.

Residents can choose to eat their meals in the dining room or in their own room.

Our cooks liaise with Residents to discuss their particular likes and dislikes, and dietary needs. As well as any medical requirements relating to their food, we also take into account religious and cultural backgrounds to ensure a choice of food is provided.

Mealtimes

- Breakfast full menu is served between 08:00 – 10:00am in the dining room or in residents' rooms. Cereal, toast & preserves are available should it be preferred earlier or later.
- Mid-morning tea, coffee, biscuits and fresh fruit is served around 10:45 – 11:00am.
- Two-course lunch served around 12.30pm in the dining room.
- Mid-afternoon tea, coffee and biscuits are served around 2:45pm – 3:00pm.
- Two course teatime meal around 5:00pm in the dining room.
- Night-time drinks and supper snacks are served around 7:00pm and 8:00pm.
- Crackers, biscuits, toast, cereals and drinks can be made available throughout the night on request.

All normal meals, snacks and drinks are provided within the fees for service. (Some special dietary items are not included and will require a supplementary cover charge) Limited quantities of alcohol are offered at special occasions.

Times may vary slightly for those that need assistance to eat.

Staff Training

All members of staff undertake a comprehensive programme of induction training, which can extend to an individual plan for job specific training.

Carers and other members of staff also partake in training on relevant subjects and issues on a continual rolling basis and are committed to providing a high standard of care in our Home.

Some Carers may be undertaking NVQ qualifications and will be completing supervised assessment whilst performing their normal duties. That is part of the process for NVQ qualification. Staff will always ask permission before doing this.

Fire Precautions

- Glencairn House has a fire and alarm system installed which includes automatic smoke/heat detectors, emergency lighting, alarm bells and fire call points.
- All fire detection and alarm systems are serviced and tested internally and by external contractors.
- The Home is equipped with fire-fighting equipment which includes various extinguishers.
- Emergency exits are clearly signed showing written and pictorial descriptions e.g. walking man.
- Staff complete training on fire safety as part of their induction. Thereafter they receive fire training at least yearly on the correct action to take in the event of a fire.
- Fire risk assessments are reviewed annually.
- If the fire bells sound, Residents and their visitors should remain where they are unless in obvious danger. Staff will gather at the fire panel in reception for rollcall. Fire marshals will track the cause of the alarm. In the event of a genuine fire, staff will escort Residents and visitors to a safe area whilst waiting for the fire department.

Fire Alarm Test

Glencairn House will have a routine fire alarm test every **Tuesday at 9:45am**. Please ignore this unless told otherwise.

Equal Opportunities, Contracts & Contact with Friends & Relatives

Equal Opportunities

Glencairn House is committed to achieving a working and living environment which provides equality of opportunity and freedom from discrimination on the grounds of race, religion, sex, class, sexual orientation, age, disability or special needs.

The Home is also committed to building a workforce which is diverse and reflects the community around us.

The aim of Glencairn House is to promote equal treatment for all employees and Residents irrespective of race, colour, sexual orientation, nationality, ethnic origin, religion, political belief, disability, age, gender or marital status, and that this is managed in compliance with equal opportunities legislation and accepted codes of conduct of a good home. We aim to ensure that no job applicant, staff member, volunteer, organisation or individual we provide services to will be discriminated against by us.

Contract (Terms and Conditions)

All Residents or their representatives should receive a contract / statement of terms & conditions within 24 hours of admission. In the case of a weekend admission then this will be provided on a Monday. If for some reason you do not receive the above within the timescale, please contact our Registered Manager.

Contact with Relatives and Friends

Residents' family, relatives and friends will be encouraged to visit the Resident regularly and maintain contact by letter, telephone or video call when visiting is not possible. In these cases, staff will offer to assist the Resident to respond where help may be needed.

Even during outbreaks of Covid-19 in service, essential care givers can still continue to visit as long as the visitor and the resident haven't tested positive for Covid-19.

Any Resident has the right to refuse to see any visitor, and this right will be upheld by the person-in-charge. If necessary, the person-in-charge of the relevant shift or the Registered Manager will inform the visitor of the Resident's wishes.

If in the opinion of the person-in-charge, a visitation or a particular visitor may be contrary to the well-being of a Resident, then the person-in-charge will report this fact to the manager who may, at his / her discretion, exclude the visitor(s) from Glencairn House. Such instances will be recorded in the Incident Log and the Resident's personal notes, together with the reasons for exclusion.

Visiting Professionals & Medication



Visiting Professionals

We have a wide range of professionals and services who visit on a regular basis. These include GP's, District Nurses and the Frailty team. Referrals will be made for specialist advice and therapy whenever necessary. This may include speech & language therapists, occupational therapists, dieticians etc.

Glencairn House has regular visits from opticians, chiropodists, ear wax microsuction specialists and hairdressers. A Dentist is available immediately next door. We can arrange the services of a beauty therapist, aromatherapist, manicurist or reflexology if so required. Charges will vary according to the service required.

Medication

Ideally this should always be administered on a consenting basis with the full agreement and understanding of the Resident and their relatives wherever possible.

However, there may occasionally arise exceptional circumstances where a Resident, by virtue of their mental state or frailty, is unable to give consent, despite the best efforts of staff to obtain it. In such situations Glencairn House accepts that the administration of medication without the Residents consent may be necessary where the Residents GP advises that the medication is in their best interests. All relevant documentation will be completed, and the Resident's medication care plan will be updated accordingly.

Self-Administration of Medication

Every Resident has the right to manage and administer their own medication if they wish to and we will provide support to enable safe self-administration wherever possible. All Residents who self-administer will be assessed on a regular basis to ensure that they still understand what is required and are safe to self-administer.

Records will be kept of all medication prescribed to Residents who self-administer, and a secure area will be provided in the Resident's room for storing self-administered medication, including non-prescription and alternative remedies.

Deprivation of Liberty (DoLS)

Where relevant, this documentation will be completed for Residents. The primary reason for doing this is to ensure the Resident's safety. DoLS will be replaced by Liberty Protection Safeguards at some point in the future, however no date has been set.

Inventory

Upon admission to Glencairn House an inventory must be completed of the new Resident's belongings. The Manager or Administrator must be notified if there are any items of significant value, and a decision will be made to send these items to relevant and appropriate relatives, or these items can be kept in the safe at Glencairn House.

Electrical Items

All electrical appliances brought into Glencairn House must be tested by our Maintenance Operative before they can be used. This includes equipment such as lamps, TV's, radios, etc.

Signing In

For the purposes of security and in the case of fire it is vital that we know who is in the building at any one time. All visitors and contractors must sign in via the Visitors book located on the main reception desk.

Car Parking

We have parking spaces at the rear of the building which may be used by family and friends if available. Please note that all vehicles are left at owner's risk.

Financial Advice

Under no circumstances can any person associated with Glencairn House or any of its employees offer financial advice to any Resident or relatives of our Residents.

If any staff member does so, they will immediately be suspended and will likely be facing a Gross Misconduct disciplinary sanction. It is also likely that the matter will be reported to the police and Dorchester Council's safeguarding team.

By "financial advice", we mean that no staff member, manager or owner of Glencairn House can have any involvement in a Resident's will, their bank account, selling of property, having possession of the Resident's bank card, etc.



Privacy & Dignity

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a Resident's ability to enjoy the pleasure of being alone and undisturbed.

We strive to retain as much privacy as possible for our Residents in the following ways:

- Giving help in intimate situations as discreetly as possible
- Helping Residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering a range of locations around Glencairn House for Residents to be alone or with selected others.
- Providing locks on Residents' storage space, bedrooms and other rooms in which Residents need at times to be uninterrupted
- Guaranteeing Residents' privacy when using the telephone, opening and reading post, and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information Glencairn House holds about Residents.
- Treating each Resident as a special and valued individual.
- Helping Residents to present themselves to others as they would wish through their own clothing, their personal appearance and their behaviour in public.

Confidentiality & Personal Information

In the course of their duties, our staff will be privy to confidential information concerning Residents' private affairs. Please note:

- It is a condition of employment within Glencairn House that such information shall not be disclosed to any unauthorised third party without the express consent of the Resident, or if the Resident is unable to judge, the Resident's immediate family or advocate.
- Confidential information will not be sought from a Resident unless expressly in the interests of that Resident i.e. to enable a better Care Plan to be developed.
- It is the policy at Glencairn House that the Resident has the right of access to his / her personal records or case notes at any time.
- Care staff will always consult their immediate supervisor or manager if they are unclear with respect to any item concerning confidentiality, or when made privy to confidential information that may have legal and/or criminal connotations (e.g. Safeguarding issues).
- Residents have access to Glencairn House's Confidentiality Policy and staff explain the procedure in the event of a breach of confidentiality and ensure that Residents understand the policy.
- There is a written agreement on confidentiality with all social and health care agencies providing services to people living in Glencairn House. This agreement sets out the principles governing the sharing of information.
- Glencairn House is compliant with and follows all of the regulations stipulated by the **General Data Protection Regulations**.

The GDPR replaced the Data Protection Act in May 2018.

We will always abide by the GDPR's main principles, which are:

- Processed lawfully, fairly and in a transparent manner in relation to individuals ("lawfulness, fairness and transparency");
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ("data minimisation");
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes ("purpose limitation");
- Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ("accuracy");
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals ("storage limitation");
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ("integrity and confidentiality").

Any breaches of this policy will be dealt with via our Disciplinary process.

Choice & Fulfilment and Religion



We aim to help Residents to select from a range of options in all aspects of their lives, so that they are as fulfilled as possible, including:

- Offering various leisure activities from which our Residents can choose;
- Enabling Residents to manage their own time and not be dictated to by set communal timetables;
- Treating each resident as an individual, not all as a homogeneous group;
- Respecting individual behaviour in Residents;
- Informing ourselves as to each Resident's wishes about their individual histories and characteristics;
- Respecting our Residents' religious, ethnic and cultural diversity;
- Helping our Residents to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish;
- Attempting always to listen and attend promptly to any Resident's desire to communicate at whatever level.

Religion

Residents who wish to practise their religion will be given every possible help and facility. This will include:

- We will try to arrange transport for Residents to any local place of worship if required;
- If asked, we will make contact with any local place of worship on a Resident's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a Resident who would like this;
- In the public areas of Glencairn House, we celebrate the major annual Christian festivals. Residents have the opportunity to participate or not as they wish;
- Particular care will be taken to try to meet the needs of Residents from minority faiths. These should be discussed with the manager before admission.



Complaints & Compliments

We have a robust Complaints policy and procedure to enable Residents and their representatives (including family members, friends, commissioners and health care professionals) to raise concerns. A copy of the Complaints policy and procedure is available within the Home at all times.

We will keep a record of all complaints made and this record is routinely checked as part of the CQC inspection process. All complaints will be recorded and acted upon with the intention of satisfactorily resolving these within 20 days.

The recorded details will indicate:

- The name and signature of the person taking the complaint
- The name of the person making the complaint
- The date the complaint was made
- The date of the alleged incident or occurrence
- Details of the incident or occurrence
- The names of the Resident, staff or others involved.
- Details of what outcome the complainant would like.

The Registered Manager will investigate the complaint as soon as possible. The investigating officer will take immediate action where matters can be quickly and easily resolved.

On completion of the investigation, the investigating officer will immediately communicate the outcome to the complainant and any people directly implicated in the complaint and record this in the complaint register.

If there is a satisfactory resolution to the complaint, then the matter can be closed, and the recorded details kept on the file for inspection by the Care Quality Commission.

The entire complaints process must be dealt with, within 20 days, unless there are exceptional and extenuating circumstances, which must be explained to the complainant.



Complaints & Compliments (cont.)

If the complainant or any persons implicated are unhappy with the outcome, this must be recorded in the complaint book. Further investigation may be required to resolve the complaint satisfactorily.

If any member of staff is concerned about the service being provided by Glencairn House or by how they are being treated, they should follow the **Grievance Procedure or the Whistleblowing Procedure**. Both of these are discussed in the Staff Handbook.

At any stage, if the complainant wishes to refer the matter to the CQC they may do so, or they may ask the Registered Manager to do so.

Should the outcome find against a member/s of staff, disciplinary action may be taken against the staff member. In addition to this, we may refer the matter to Safeguarding or the CQC.

We welcome complaints as a form of feedback to help improve care or any other aspect of the service. Yes, we really do! Constructive criticism is invaluable in helping us to get better.

We operate in an open and transparent manner and have set timelines for investigating and responding to any concerns. If you are not satisfied with the outcome of the complaint, then it can be referred to the Local Government Ombudsman, as follows:

Local Government Ombudsman

53 – 55, Butts Rd, Coventry , CV1 3BH

Tel: 0300 061 0614 | www.lgo.org.uk

Termination of Contract

Only in extreme circumstances would we stop provision to an existing Resident. This action would only take place following full discussion with the individual and their Relatives; and other relevant stakeholders. These circumstances may include:

- Repeated physical aggression towards staff
- Exhibited behaviours not stated in previous information, Needs Assessments and Care Plans that pose a potential hazard for staff and or other individuals
- Any failure by a Resident to pay (or persistent late payment of) our invoices
- Sexual or racial harassment
- Excessive alcohol consumption
- Taking illicit substances
- Unreasonable behaviour or requests that a Resident undertake unreasonable or illegal activities
- The risk profile of the Resident is too great for Glencairn House to manage safely.

In the event that either the management of Glencairn House finds that Glencairn House is no longer able to accommodate the Resident appropriately or the Resident wishes to leave Glencairn House for any reason, either side will normally give one month's notice of termination of residence.

A shorter period of notice will be applicable only in situations involving emergencies.

We ask for a minimum period of notice of one month, in writing, or payment in lieu of notice to leave. A minimum charge of one week will be made for room clearance.

