



**The Grove** Residential Home for the Elderly

## Statement of Purpose

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**Version:** 1.7  
**Date:** 19 January 2011

This document has been written in accordance with the Health and Social Care Act 2008. Each service user will be issued with a copy called the Service User Summary Guide. A copy will also be available at reception at all times.

## The Grove residential care for the elderly

### Statement of Purpose

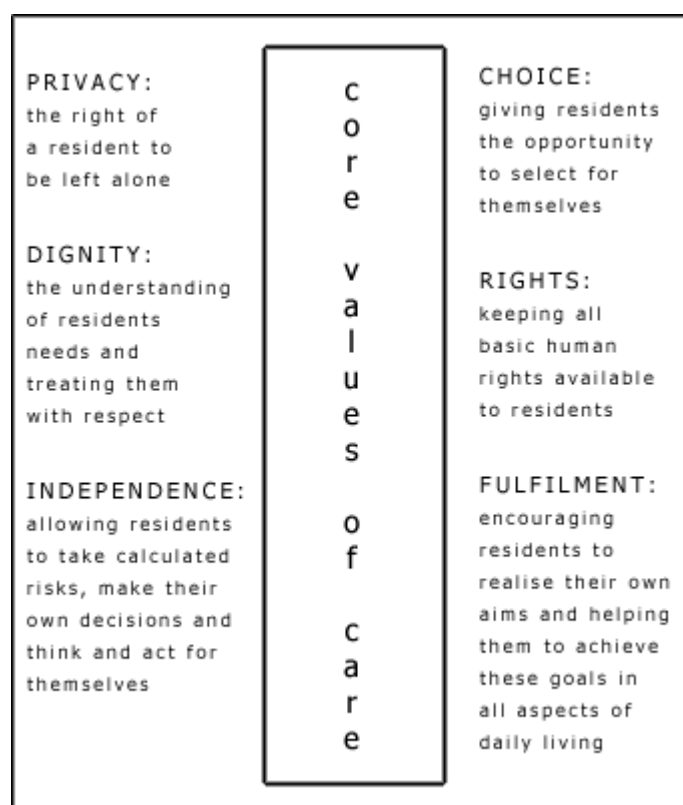
#### Introduction to The Grove

With nearly 20 years experience, the care team at The Grove pride themselves on offering a highly professional care service for the elderly with dementia, with a person-centred approach that focuses on seeing the individual rather than their dementia. The Grove is pleased to admit people for long term, short term and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, with staff that have time to give attention to the small detail, and where their choices and beliefs are respected.

The Grove is registered with the Care Quality Commission to care for 36 elderly persons who have dementia (DE).

#### Aims and Objectives



The Grove aims to provide the people we care for with a secure, relaxed, and homely environment in which their care, well being and comfort are of prime importance and where their mental health needs can be met with dignity. Through our person centred care planning approach an emphasis can be placed on a person's needs as an individual. This focus is especially important when designing material that stimulates and encourages reminiscence and independence.

Our skilled carers strive to preserve and maintain the dignity, individuality and the privacy of everyone we care for, within a warm and caring atmosphere. Sensitivity to their ever-changing needs is crucial, whether these needs are medical, therapeutic, cultural, psychological, spiritual, emotional or social. Key to effective person centered care planning is the participation of trained staff.

Participation in the development of individualised advanced care plans is encouraged, where the input of family and friends is also greatly valued; again this input is especially important with those who have dementia.

Our advanced care plans aid in the creation of programmes of activities that are designed to encourage mental alertness, self-esteem and an increased level of social interaction with others.

## Person Centred Advanced Care Planning

In order to respect our core values of care our highly personalised person-centered care planning process is essential. We believe we care for individuals with unique personalities, core beliefs and life experiences, who just happen to have dementia.

The advanced care plans are developed with the help of those that we care for, their families and friends and carers. Our back ground information or the biography section of the plan is crucial to enable carers to truly know the person they are caring for and essential to promoting independence and choice and respecting the core values and beliefs of the people we care for.

Our care plans are structured to focus on what our people can do, rather than what they can't and recognises capabilities and how we can best structure our care to promote and encourage that capability. Where a particular need is identified, the care plan highlights how staff can effectively address that need.

In addition, the advanced care plan contains a section that contains the wishes of the person in the event of illness and death. This section can be very emotive to complete and is done by our trained senior team who speak to the person themselves or use documents already prepared by the person to ensure we can fulfil the wishes of those we care for or the wishes they have expressed to family and friends.

We operate a key-worker system, where highly trained staff take a special interest in one or two people and use the care plans to enable those we care for to live their lives to the full. The key worker will be involved in the care plan review process and can ensure that it is adapted to truly reflect individual needs and wishes.

Staff are key to the success of person centered care planning. Staff draw upon the information contained in the care plan to guide their actions and interaction with the people they care for. The life history section of the care plan helps to ensure people's beliefs and lifestyles are respected and facilitated and that people's choices are put into practice.

The advanced care plan, in accordance with the Mental Capacity Act 2005, is used by our care team to empower those that we care for, whenever possible, to make decisions for themselves.

## Care Plan Review

Once developed the Care Plans are regularly reviewed to ensure that the person is responding well and that the plan is a true reflection of the individual it is designed to describe.

Family and relatives are encouraged to participate in the person's daily routine as far as is practicable, and are invited to monthly formal reviews. Key workers attend these reviews and it is a chance for us to ensure everyone is receiving the support they need in line with their personal choices and preferences.

The care plan is reviewed at three levels:

- Daily on a shift-to-shift basis - At staff shift changeover the person's daily care notes are handed by the out-going shift to staff on the in-coming shift and the person's responses and activity patterns are discussed as needed. Changes to the care plan may be proposed at this point.
- Thereafter a formal review is held with the person's key worker on a monthly basis. Family members are welcome to attend this meeting.
- A six monthly review is held twice a year, where family members are formally invited to attend this meeting.

All amendments to the care plan require the authorisation of the Home Manager or Senior Carer; certain amendments may require the authorisation of the person's GP. All amendments to the care plan are recorded in full.

## Grove Care Limited

The Registered Provider for The Grove is Grove Care Ltd (a limited company with no. 04740781). The registered address is The Grove, 88 High Street, Winterbourne, Bristol, BS36 1RB and the telephone number is 01454 775367.

Grove Care Ltd is a small family run company set up in 2004. There are four directors Mr and Mrs McCarthy and their two daughters Sarah McCarthy Taylor, Finance Director, and Fiona Jarman, registered Care Manager. The family have been involved in the care industry for a number of years. They own and successfully run Oriel Lodge Residential Home, in Bath. The Grove offers residential care to the elderly, specialising in dementia care and has 36 beds. Grove Care Ltd also owns Bath Community Care, which offers domiciliary care services to the elderly and adults over 18.

## Details of Staff Numbers and Staff Training

All Care Staff within the Home are appropriately qualified and trained to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the National Minimum Care Standards.

## Nominated Individual (Christopher Taylor)

Christopher is based at the registered office for Grove Care Ltd. The address of which is:

Grove Care Ltd  
The Grove  
88 High Street

Winterbourne  
Bristol  
BS36 1RB

## The Registered Manager (Fiona Jarman)

**Fiona Jarman** has completed an NVQ Level 4 in Care and the Registered Care Managers Award. Other courses Fiona has completed include First Aid, POVA, Moving and Handling, Basic Food Hygiene and Basic Health & Safety, Drugs Administration, Advanced Care Planning and the Mental Capacity Act and Dementia Care. Fiona has worked in the field of social care since 1996. She was appointed Deputy Manager in 2003 and became Care Manager in 2006. In addition to her NVQ, she has a degree from Kings College London in Health Studies. She enjoys an excellent reputation amongst our service users and their families.

Fiona's responsibilities cover all aspects of the provision of care in our home and her extensive 'hands on' experience, coupled with her formal training means that she is capable of managing the home in a style that encourages staff, and ensures that people feel comfortable and supported.

Fiona's contact details are:

Address:           The Grove  
                      88 High Street  
                      Winterbourne  
                      South Gloucestershire  
                      BS36 1RB  
Tel:                01454 775367  
Email:             Fiona@thegroveonline.co.uk

## Staff

It is our policy to encourage staff to improve their skills so that they become more confident and therefore more effective at their work.

All staff receive a full induction designed to familiarise them with the Home and its operating procedures. Further training designed by Skills for Care (formerly TOPSS) especially for induction of new care workers into social care is given. This includes a significant theory element designed to stimulate and improve overall awareness and the importance of promoting the rights of individuals as well as other sections that cover the practicalities of First Aid, Moving and Handling skills and Basic Food Hygiene. Further courses undertaken by staff include safeguarding adults alertness courses, dignity and respect, caring for people with Parkinsons disease, nutrition, falls prevention, challenging behaviour and courses aimed specifically at those caring for people with dementia.

Care staff are encouraged to participate in the NVQ Level 2 training programme which is designed to increase their understanding of the issues surrounding the provision of care for the elderly. Opportunities exist to extend this training to NVQ level 3 and beyond, if required.

In order to effectively use our advanced care plans, staff are trained on how to use the care plans to deliver person-centred care. Their training covers not just the basic courses to develop skills for care but advance dementia courses and courses in effective communication and courses relating to respecting dignity and choice and respecting and understanding different cultures and beliefs

## Staff Numbers

The home employs a deputy care manager, 17 Care Assistants, 2 Kitchen Staff, 2 Office Support Staff, 4 cleaners and 1 full time maintenance person and a gardener. The home's staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened, POVA and criminal records bureau checks are made and references are always checked thoroughly. During induction, and thereon after, all staff are trained either in-house by experienced qualified senior staff or externally in the following critical subjects:

- Care code of conduct
- Confidentiality
- The rights of clients
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistants Responsibilities
- Dementia Care
- Safeguarding Adults
- Care Plans
- Effective Communication
- Equality and Diversity
- Respect and Dignity
- Falls prevention training
- Caring for people with Parkinson's Disease
- Fire Safety

Interaction with caring well trained staff is essential for the well being of the people we care for. Our individualised caring planning process relies on the enthusiastic participation of our staff and this is encouraged and supported on a daily basis.

## Staffing Levels

These are subject to continuous review and approval by the Care Quality Commission (CQC) and are based upon the dependency levels of those that we care for.

Currently we have 3 main shifts operating and these run from 6am to 2pm (the day shift), 2pm to 10pm (the evening shift) and a nightshift from 9pm to 7am. Each shift has a senior carer in charge and the total numbers of care staff working on each shift are; morning 4, evening 4 and night 3.

## Accommodation

Our Home is in a lovely Georgian building on the outskirts of Bristol in the thriving community of Winterbourne.

The home is centrally heated and is fitted with appropriate fire detection systems. The fire systems have maintenance contracts which ensure that they operate efficiently and the fire alarm is tested every week. Details of the procedure to be followed in the event of an emergency are displayed in each person's room.

## Rooms

A selection of rooms is available to choose from. Each room is decorated and furnished to a high standard, although each individual is encouraged to personalise their room with items

that are special to them. Rooms that do not have their own en-suite facilities are fitted with wash basins and vanity units.

All the rooms are fitted with a 'call bell' system, which operates 24 hours per day, and with a TV aerial socket. The people we care for have the option to have direct telephone lines installed into their rooms.

The home has 36 bedrooms, mostly single rooms, with en-suite facilities, with a double room for those that prefer to share.

Downstairs: Two Single, Fourteen single En-Suite.

Upstairs: Two Single, Sixteen single En-Suites, One Double.

## Social Rooms

There are three lounges and two dining rooms, all centrally heated. Those that we care for are encouraged to use these public rooms; however, those who choose to stay in their own rooms may do so. The sitting rooms are a place where people can meet, listen to the radio, play tapes and CD's or watch the TV or videos.

One of our lounges has just undergone a major refurbishment and has been extended to double the size and add more light through larger windows and sky lights.

## General Facilities

At the front of the house there are excellent parking facilities.

Outside the home, at the side of the property, there is a courtyard area with an attractive KOI Carp pond and delightful views of open countryside.

For the comfort and wellbeing of our all there is a no-smoking policy throughout the home.

## Sensory Garden

In summer 2009, the outside space at The Grove went under a major refurbishment to create an exciting sensory garden.



The garden has been designed to stimulate all the senses. There is a path that leads around the garden designed to give those with dementia an interesting and never ending path to follow. The entire floor of the garden is padded to help minimise the impact of any falls.

Plants and herbs have been selected for their scent and colour.

There are speakers in the garden playing sounds of the forest, sea, soothing music or simply some of the old favourites! There is a water feature and attractive aviary both of which stimulate the senses but also foster a sense of wellbeing and peace.

## Accessibility

Most of our rooms meet the size standards set for rooms in newly built care homes and those that don't meet the criteria for 'pre-existing' care homes.

The layout of the home is not suitable for those who use a wheelchair, propelled by themselves, to maintain their mobility. Suitable arrangements can be made for those wishing to use a wheelchair as long as it is propelled by a member of staff.

## Admission

Clients interested in coming to The Grove are encouraged to visit the home and sample the atmosphere and level of service. We recognise that the decision to move into a care home can be emotional for the person and their family and by providing. We aim to support people through this process by giving them as much information as possible and answering all their questions and ensuring the home welcoming and open.

Often day-care is arranged on a regular weekly basis while waiting for a vacancy. This gives people time to get to know the staff and adjust to new people and surroundings.

Before anyone is offered a place at The Grove, an assessment of their needs is conducted by our Care Manager. This ensures that we are as certain as we can be that we have the necessary resources to meet their needs and can arrange for the involvement of other community healthcare professionals and services as required.

A month's trial period is always given before taking permanent residency. On admission a full month's fees would be payable but no notice would be required should the offer of residency not be accepted.

## Our Services

The Grove is registered to provide 36 places (male or female) for the elderly (65+ years) who have dementia. Our places are for people who are no longer able, or no longer wish, to stay in their own homes due to increased poor short-term memory or dementia.

We specialise in dementia care. We understand that having dementia can be a difficult experience for people but we aim to support elderly persons and encourage them to still enjoy life.

Our staff are specifically trained in this area and our daily programmed of events and activities centre around the needs of those with dementia. Our facilities have been adapted to ensure we provide a safe and secure environment and we have taken advice from a dementia care specialist to ensure our home meets the needs of our dementia clients.

From our experience people who are involved in activities and communicate with people have a greater sense of well being. To this end, we encourage local people to use our services so they people we care for can retain as many links with friends, neighbours and their community as possible. There are no restrictions or formalities on visiting and people can feel free to entertain their family and friends at any time.

We understand that moving into a care home can be an anxious time for all involved and we find that maintaining links in this way helps to smooth the transition.

Our staff spend time listening to those that they care for and act upon their requests and this information is all fed back into our advanced care plans and to our activities planning to ensure those that we care for have choice, dignity and respect. Our staff are friendly and warm and we feel this assists those with dementia to feel happy and relaxed.



## Financial Arrangements and Fee

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on:

1. the type of facility required, and
2. the type of care package and needs of the individual.

Depending on the personal financial situation, fees can be paid privately or by benefits arranged by social services.

The current rules can be complicated and specific advice is available from our Care Manager.

### Fees - What is included

Standard charges include the provision of a room of your choice (depending on availability), fully furnished and provided with all linen and towels.

- Fully trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- Weekly GP visits
- Call System
- Full Central Heating and lighting
- Manicure and Hand Massage
- Occupational therapy
- Individual advanced care plans
- Some outings and entertainment
- Arm Chair Aerobics.
- Laundry service (excluding dry cleaning).
- Book & video Library service.
- Use of e-mail facilities located in the administrative office.
- Letter writing facility.
- Religious services.
- Occupational Therapy

### Fees - What is not included

- Dry cleaning
- Weekly visits from the hairdresser to the home
- Monthly visits for a private chiropodist the home
- Private phone installation and calls
- Newspapers and magazines
- Staff escorts to hospital
- Shopping/transport service.
- Visits to doctors, dentists and opticians appointments
- Respite Services

## Fire Safety

The Grove has a modern Fire Alarm System fitted, with "Fire Exit Notices" and "Fire Emergency Instruction Notices" are displayed at strategic points throughout the home, as advised by the local "Fire Department".

All staff are fully trained on Fire Prevention/Drills Policy. Fire exercises are carried out weekly on each shift. Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy this includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Clients are informed of the emergency procedure during admission.

A full fire drill is conducted monthly, which involves evacuation of the home.

The Fire systems and alarms are tested monthly and 6-monthly by the local Fire Officer. A qualified fire extinguisher maintenance engineer checks all fire fighting equipment annually. A fire risk assessment is carried out by a local fire prevention expert.

Records are kept of all such testing as part of the Proprietor/Managers responsibilities.

Where possible, furniture, fixtures and fittings are made of fire-resistant or fire-retardant fabrics and materials.

## **Religion (Worship/Attendance at Religious Services)**

Those that we care for may attend religious services either within or outside the home, as they so wish. If services are outside the home, where possible, transport should be arranged and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany people on specific occasions, if staffing levels permit, a separate charge would be made for this service.

Those that we care for have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

## **Contact with Family and Friends**

We appreciate that communication and contact with family and friends is essential to maintaining a sense of well-being for those with dementia. We aim to provide opportunities for the people we care for to keep in contact with the wider community. This can be done through providing areas for people to entertain friends and maintaining friendships and attending local clubs or churches.

Family, relatives and friends are encouraged to visit regularly or maintain contact by letter or telephone, when visiting is not possible. Staff will offer to assist with responses where help may be needed.

Visitors are welcomed at all reasonable times, and are asked to let the Person in Charge know of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitor's book on each occasion.

The people we care for have the right to refuse to see any visitor, and this right will be respected and up-held by the Person-In-Charge who will, if necessary, inform the visitors of the person's wishes.

## **Therapeutic Activities**

The Grove offers a wide range of activities designed to encourage mobility, and most importantly, take an interest in life.

Staff encourage, and help clients to pursue their hobbies and interests:

Clients can play the following games using the equipment that is designed for fading sight and those with dementia:

- Cards.
- Scrabble.
- Bingo.
- Draughts.
- Ball games – feet or hand.

Activities with the staff (On a Daily Basis):

- Chatting to Individuals.
- Going for walks.
- Manicures
- Playing games.
- Armchair exercises.
- Reading letters/magazines/newspapers.
- Helping to choose Library books.
- Music and sing-along.
- Maintain life long hobbies, crossword puzzles etc
- Reminiscence Work and Occupational Therapy
- Art and craft sessions
- Gardening
- Film shows

## Outings

All outings are geared to individual needs and capabilities.

Examples of outings are listed below:

- A drive around the countryside.
- Visit to a garden centre.
- Visit to a pantomime or play
- Visits to the zoo

## Contract

All the people we care for are provided with a contract when they move into The Grove. This sets out the terms and conditions associated with the service that is provided. Where care is arranged by social services the contract is issued by social services and clients are provided with a statement of The Groves terms and conditions instead of the standard contract.

## Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then a months notice must be given of this intention, or a month's fees paid in lieu of notice. During the month's trial period, no notice is required however the full month's fees for the trial period is will be due. If someone temporarily moves out of the Home (e.g. to receive hospital treatment) the bed is retained for a period of eight weeks and full fees will be due for those 8 weeks.

## Monitoring and Quality Assurance

Grove Care is dedicated to strengthening links with its clients, and to a programme of continuous improvement. Carers and service users are regularly evaluated to ensure the care package is appropriate in meeting the service user's needs. A rigorous quality assessment process is in place to review the service that The Grove provides and how that service is delivered in order to ensure The Grove is continually improving. The main areas assessed are:-

- Nursing and care
- Record keeping and administration
- Staff training and supervision
- Policy and procedures
- Client feedback and complaints.
- Environment and House Keeping

Attention to the smallest detail is pivotal to everything that we do. Feedback from those that we care for and their families is an important aspect of our quality programme. We regularly ask for comments on the Home, the staff and services we provide.

## Key Policies and Procedures

Details of key policies and procedures can be supplied on request and are kept in our offices at The Grove. Examples of policies and procedures include:

- Data Protection
- Whistle Blowing
- POVA
- Health and Safety
- Pets Policy
- Safe Handling of Medication
- COSSH
- Hand Washing
- Quality Assurance Policy
- Anti-discrimination Policy
- Food Hygiene
- Client Rights
- Activities and Entertainment
- Missing Persons
- Policy on Aggression and Violent Behaviour
- Manual Handling Policy

## Insurance

The Grove has all appropriate insurances arranged with Ecclesiastical Group. Our Employers Liability Insurance Certificate can be viewed at the entrance of The Grove.

## Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility with regard to Health and Safety. This is not to say we do not permit pets, the Manager treats each case independently, taking into account the

number of pets already at the home. The Grove recognises the therapeutic benefits of animals for those who have dementia. With this in mind we have a dog that visits the home in the day, a cat and a bird aviary.

## Medication

If someone wishes to be responsible for their own medication, providing we are convinced they have the competencies to be self-medicated, this will be permitted with the assistance and advice from our senior carers. Otherwise all drugs will be managed by staff and dispensed and ordered for them under the instructions of the Doctor. Those that we care for may request to see a doctor in private if they wish.

## Telephone

The home has a phone, which can be used for incoming calls in the privacy of their own rooms. It can also be used for outgoing calls at a nominal fee. Residents may have their own private line through British Telecom at the going rate.

## Meals

Menus are varied and favourite dishes and special diets can be catered for. The people we care for are encouraged to eat in the dining room but may eat in their own room if they desire. Tea and coffee are served, and available, 24 hours a day, visitors are also catered for.

## Confidentiality - Data protection

We adhere to a data protection policy that ensures that the processing of Personal Data in connection with employees and Service Users will comply with the UK Data Protection Act 1998, which implements within the UK the requirements of the EC Data Protection Directive (EC/95/46).

The basic requirement is that the processing, both automated and manual, shall comply with the following data protection principles which require that personal data shall:

- Be processed fairly and lawfully
- Be obtained only for specified and lawful purposes, and not be processed in any incompatible manner
- Be adequate, relevant and not excessive
- Be accurate and, where necessary, kept up to date
- Not be kept longer than necessary
- Shall be processed in accordance with the rights of Data Subjects
- Be protected by appropriate security measures
- Not be transferred outside the EEA unless adequate level of data protection exist

## Rights of Access

Service Users and employees have the right to be supplied with a copy of their personal data the home retains. All requests are to be made to the Home Manager who is the - "Data Protection Co-ordinator". In her absence the homes administrator is to be contacted.

## Comments, Compliments or Complaints and Quality Assurance

Grove Care recognises that in order to improve and continue to offer a high standard of care to the people we care for; we need to listen and give a voice to the people who use our service.

We appreciate that those with dementia may find it difficult and frustrating to communicate so we offer a variety of ways for the people we care for and their family and friends to feedback their opinions of our service and how we can meet their needs better and what we do well.

On a daily basis carers, especially key workers, take time to talk and listen to the people we care for. Staff are trained to recognise that this daily feedback is important and it is fed back into a person's care plan and to Fiona, our care manager, to incorporate into our processes and systems.

In our entrance hall there is a comments book where the people we care for, and visitors to The Grove, can write any feedback they have. Our complaints procedure is included below and a copy of which is displayed on our notice board and given to the people we care for and their relatives on admission to The Grove. We also periodically remind the people we care for, and their family and friends, in our newsletter of the importance of feedback and the ways they can do this.

More formally once a year we issue our Quality Assurance Survey and the results from this produces a detailed report on what we are doing well and any issues that need to be addressed. This report then helps to guide our strategy for improvement for the coming year.

Above all we encourage the people we care for and their family and friends to bring even small issues and comments. We remind people, through our newsletter and care plan reviews that our care manager's door is always open and we really welcome feedback, however small.

Whilst we hope issues that crop up can be dealt with informally but raising the matter with staff or our care manager, we do recognise that people may feel that their point has not been dealt with appropriately or people may prefer to take the matter up more formally. Our complaints procedure is detailed below.

### How to make an Informal/ Formal Complaint

At The Grove we aim to deliver an efficient service at all times. We do, however, realise that from time to time complaints will occur.

We at The Grove believe that any complaint should be dealt with quickly, efficiently, with respect and in total confidentiality.

We realise that the people we care for and their family and friends have the right to submit their complaints verbally or in writing at any time. We aim to resolve any verbal complaint within three days and any written complaint within ten days.

Our care manager will be in close contact with the person who submitted the complaint through all stages of the complaints process to advise them of timings and where the complaint is and how it is being dealt with.

### Stage One - Informal Stage

Initially, a complaint should be made to our Care Manager. This may be in writing, verbally or using the form detailed in appendix 1. If our care manager is not available in person, the complaint should be made to the senior or team leader in charge at the time.

Our care manager will find out the details of the complaint fully before any action can be taken. At this informal stage our care manager will then discuss the best course of action depending on the nature of the concern.

The next step will be to inform the person making the complaint of the action to be taken to resolve the complaint and to implement it immediately. If the matter can not be resolved through informal discussion or the person making the complaint wishes the matter to be dealt with more formally or our care manager feels the complaint would better be dealt with more formally, the complaint can then be moved to stage two.

## Stage Two - Formal Stage

Complaints can be submitted and recorded, along with any outcome, on The Grove Services Complaint and Resolution Form (see appendix 1).

If a complaint is made by letter, or needs in depth investigation, a detailed report will be made. The report will detail each point of the complaint, our response, the evidence to support our response and the action we propose to take to address the concern. Any investigation we undertake will use the documentary evidence available for example: care plans; diary; daily reports; nutrition, sleep and other health care records and staff testimony.

We will provide the interested parties a copy of the report and then invite them to a meeting in order for them to feedback any comments they may have and to ensure that our actions fully address their concerns so we can reach resolution.

If the complainant is not satisfied by the outcome of the complaint, they can either raise the complaint with South Glos local authority, they are funded by South Gloucestershire or if the person's fees are privately funded to the Local Government Ombudsmen. Contact details are below.

## Local Government Ombudsman

From October 2010 the Local Government Ombudsman can consider complaints from people who arrange and fund their own adult social care. This is in addition to complaints about care arranged and funded by local authorities, which the LGO has dealt with for more than 35 years.

LGO Advice Team on 0300 061 0614 or 0845 602 1983

## South Gloucestershire Complaints Team

Telephone 01454 865924

Email [CCHFeedback@southglos.gov.uk](mailto:CCHFeedback@southglos.gov.uk)

In the first instance the complaints team recommend raising the issue with the care home, before contacting them.

## Care Quality Commission

The people we care for or their representatives have the right to provide the feedback to the Care Quality Commission that regulates our service, details of which is below and if they are funded by the local authority to the complaints team of the local authority.

The Care Quality Commission will not investigate individual complaints and recommend that concerns are raised directly to the care home. They can use any information provided by the people we care for to help regulate our service.

Can be contacted by phone on 03000 616161

By post to:

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Or by email at [enquiries@ccq.org.uk](mailto:enquiries@ccq.org.uk)

## General Social Services Council

The General Social Care Council is the workforce regulator and guardian of standards for the social care workforce in England. Established in October 2001 under the Care Standards Act 2000, they are responsible for the codes of practice, Social Care Register and social work education and training.

GSSC contact details are:-

General Social Care Council  
Goldings House  
2 Hay's Lane  
London  
SE1 2HB

Tel: 020 7397 5100  
Fax: 020 7397 5101

Web: [www.gsc.org.uk](http://www.gsc.org.uk)

## Contact Us

Nominated Individual - Christopher Taylor 01225 310301  
07821 960410

Email: [christopher@thegroveonline.co.uk](mailto:christopher@thegroveonline.co.uk)

Registered Care Manager - Fiona Jarman 01454 775367  
07888 848368

Email: [fiona@thegroveonline.co.uk](mailto:fiona@thegroveonline.co.uk)

Write to:



The Grove  
88 High Street  
Winterbourne  
Bristol  
BS36 1RB

**Website:** [www.thegroveonline.co.uk](http://www.thegroveonline.co.uk)

## Appendix 1

### The Grove Comments and Complaints Form

Please fill in the form below to make a comment, complaint, compliment or suggestion about The Grove.

Please make sure you fill in the fields marked with \*

<b>Complaint</b>	Please tick ✓
<b>Comment</b>	
<b>Suggestion</b>	

If you are filling in the form for somebody else, please first fill out your personal details in the section below and then complete the section on the person you are contacting us about. (i.e. you are not satisfied with a service you have received or you wish to make a suggestion).

Details of the person contacting us.

Please mark Title below:\*

Mr	
Mrs	
Miss	
Ms	

Name:\*

Street:\*

City / town:\*

County:\*

Postcode:\*

Home Telephone:

Email:\*

Your relationship to the service user:

Does the person know you are acting on their behalf?

Please provide details of the person concerned

Mr	
Mrs	
Miss	
Ms	

Name:\*

Street:\*

City / town:\*

County:\*

Postcode:\*

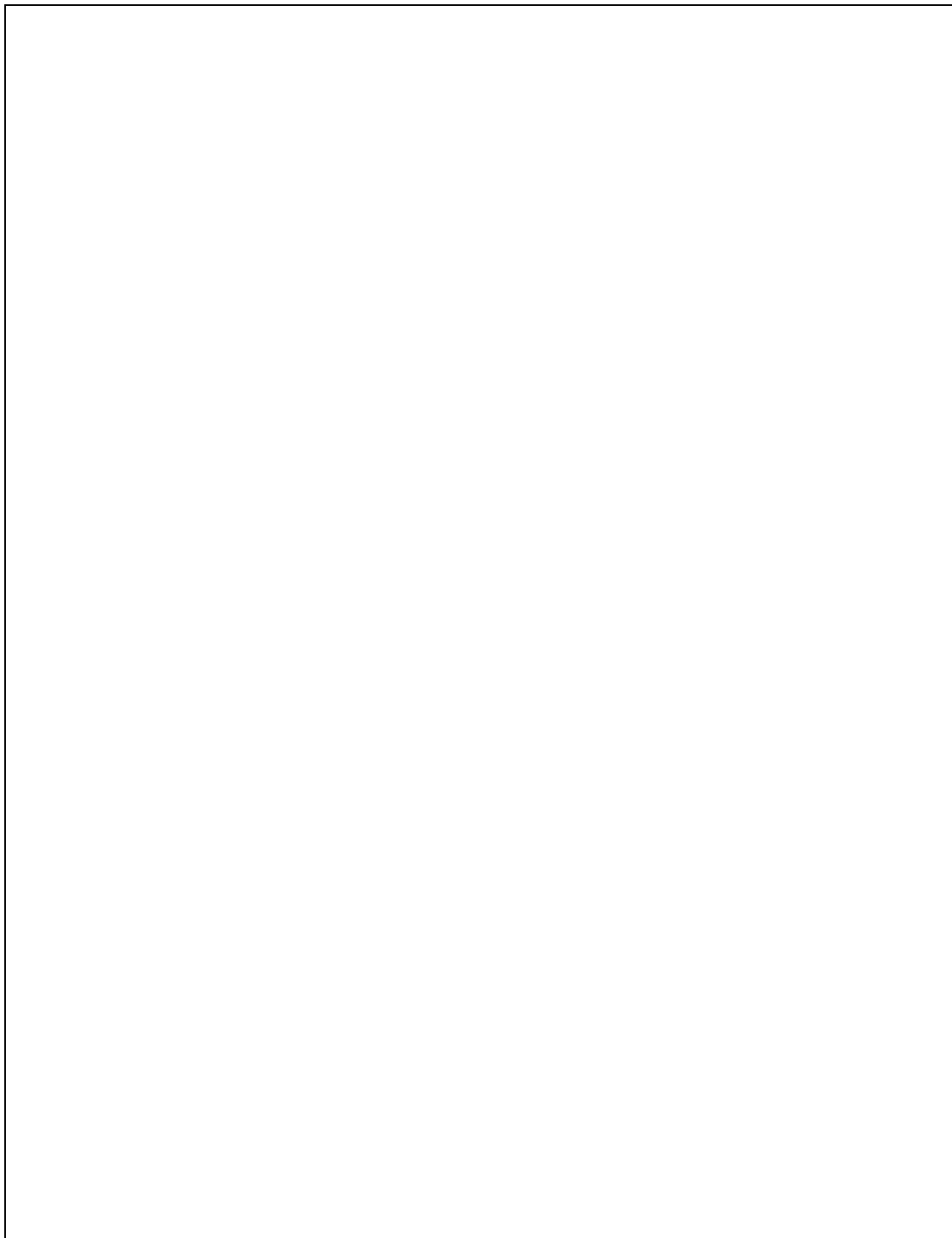
Home Telephone:

Email:\*

Details of the complaint, compliment, comment or suggestion: \*

What would you like to see done: \*

**Further Information**

A large, empty rectangular box with a thin black border, occupying most of the page below the 'Further Information' header. It is intended for the user to provide additional details or context related to their statement of purpose.