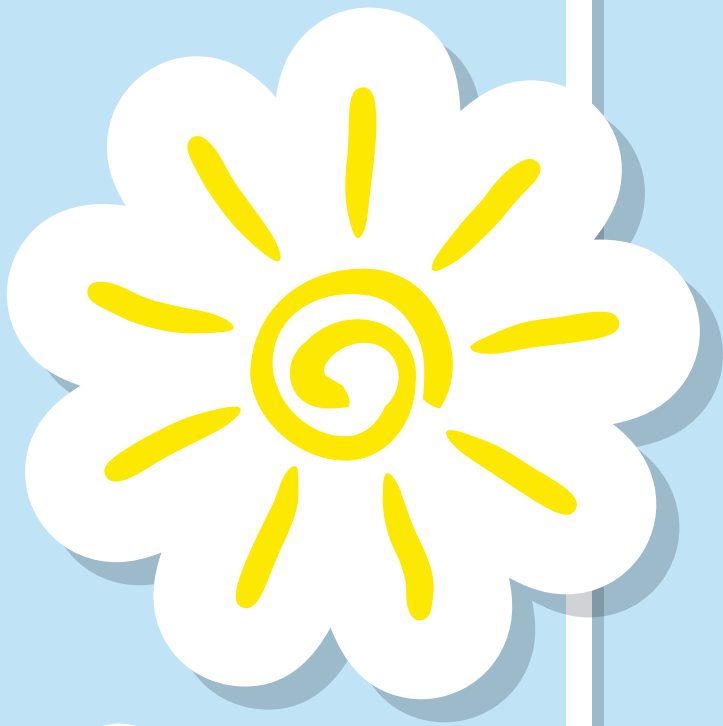




A Warm Welcome

*to your
new home*

brighterkind



HOME
SWEET
HOME





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A warm *Welcome*

At brighterkind, we help our residents to love every day.

We want every day to be as good as it can be. It's why we deliver brighterkind care, based around personalised plans and a complete understanding of each resident's needs. We want to get to know you, so we can make each day as comfortable and enjoyable as possible – whatever makes you happy, we will help to make it happen.

There are four simple principles we follow to deliver this promise based on identity, independence, collaboration and community.

We implement a personalised care plan, taking into account your interests and remaining mindful of your individual identity.

We also encourage an independent lifestyle allowing you to do the things you enjoy and to live every day as you wish with dignity and respect.

We embrace your opinions and ideas and will involve you in every decision regarding your care.

We foster a strong social bond between residents, team members and the wider community.



Personalised *Care*

Our philosophy is based on individual wellbeing in the truest sense. We believe that real care cannot be delivered until we completely understand the person being cared for.

We will work together to create a lifestyle that suits the individual: that makes our residents happy and keeps them as healthy as they are able to be. Each home's team shares values that are centred around the company's culture of putting its residents' needs before anything else and doing everything they can to help them love every day.



An uplifting *atmosphere*

Special care is paid to creating an inspiring and uplifting atmosphere in our homes and brighterkind's tailored service is built around three fundamental principles:

- Giving extraordinary care
- Creating Magic Moments
- Making dining special

You will find all three of these areas featured throughout this brochure, underlining the important role they play in brighterkind's vision.





It's your home

...and it should feel like home

Bedrooms

This is your own personal space, which is why we encourage residents to personalise their rooms by hanging their favourite pictures or bringing pieces of furniture with them. Our maintenance team will be more than happy to help with these changes.

All our rooms are furnished with your needs and comfort in mind. Your bedroom furniture consists of: an appropriate bed suitable to your needs, double wardrobe, three-drawer chest, bedside table with lockable drawer, over-bed table, desk, chair and armchair. If you would like more or alternative furniture, we can source items of your choice at an additional cost.

Bathrooms

Most rooms have en-suite facilities, some with walk-in shower rooms. If you find bathing difficult, we have various assisted bathrooms as well. With the assistance of the care team (if required) you can enjoy a real bath with no physical effort. Our bathrooms are equipped with the latest bathing hoists for your comfort and safety.

Television

All rooms have a television with access to all Freeview channels. If you would like to change the television to a model of your own, just let a team member know.

Telephones

If you'd like a private phone line in your room, please let us know and where possible we will arrange for this to be installed. You will be billed directly for this fitting and service. We also have a main telephone system, which you are welcome to use.





Call system

For your peace of mind, we have call points located in all bedrooms, bathrooms, lounges and dining rooms. Our team answer all calls as soon as possible. A call can only be cancelled at point of activation, so a carer will have to attend to cancel the call.

Computers and Wi-Fi

Free wireless internet access is available in all of our rooms. We also have tablets with internet access for residents to use. Residents and family members are of course welcome to use their own laptops and tablets in the home.

If you require assistance to use a computer or the internet, please let the Home Manager or a member of the team know.

Newspapers

If you'd like your own daily newspaper or any magazine, we can arrange delivery from our local newsagent. This cost will simply be added to your monthly bill.

Communal rooms

Residents and their families can relax and socialise in one of our comfortable lounges, situated around the home. You can use these rooms to entertain your family and friends, spend time with other residents or take part in activities. If you're looking for a bit of peace and tranquillity away from the company of others, we also have quiet lounges and other areas for you to enjoy.





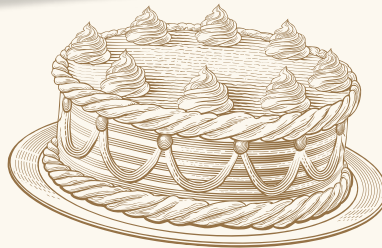
Getting the
little things
right





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We celebrate our birthdays with a cake prepared specially by the chef.



Visiting

Your family and friends are welcome to visit you at any time. Drinks are always available and they are welcome to join you for meals if you would like (a small charge may be required). Please feel free to discuss with a team member.

Birthdays

We celebrate all our residents' birthdays with cakes prepared specially by our chefs. If your family would like to organise a party for you, please let us know in advance. You may want to consider having private use of one of the lounges. Why not discuss the options available with the Home Manager.

Hairdresser and barber

Hairdressing and barber services are available in our salon. If you would prefer to continue using your own hairdresser or barber, please let a team member know and we can make arrangements for them to use our salon facilities. To find out the cost for these services please ask a team member.

Mail

If you receive any mail, this will be passed to you by a team member on the day it arrives. At your request, we can help you open, read and reply to your mail. If you wish to post mail, please ask a team member who will be happy to help with this.

Religious services and worship

The local churches representing all faiths visit regularly for special services and communion. If you wish to visit a local place of worship we can provide you with service timetables. If you have any specific requirements, a team member will be happy to assist.

Laundry

In our homes, all laundry is done on the premises by our dedicated laundry assistants and is included as part of your weekly fee. Please make sure all your clothes are machine washable, suitable for the tumble dryer and labelled with your name. Dry clean only items are not advised, but if you do need any items dry cleaned, we can organise this at an extra cost.





Food *Glorious Food*

We love our food and our residents do too. The dining room is the social heart of the home – it's where residents come to enjoy premium restaurant quality meals, catch up with friends and relax with their loved ones. Your family and friends are also welcome to join you for a meal (a small charge is sometimes required). 24 hours' notice is advised if visitors are joining you, so please let a team member know in advance.

Mealtimes

There are a variety of choices for every meal, and your order will be taken either in the restaurant or your room. Our qualified chefs and catering team provide traditional home-cooking, using only the finest and freshest seasonal ingredients. In addition to the core menu, we also offer a specials menu, providing residents with a further enhanced choice. We also enjoy catering for special occasions, seasonal holidays and events throughout the year.

You can enjoy your meals either in the dining room or in the privacy of your own room. We can cater for all dietary and cultural requirements, so please let us know if you have any personal requests. All our menus are nutritionally assessed, with full dietetic and allergen information available upon request. We operate resident-led seasonal menus that are developed and changed twice a year in line with resident surveys and other resident, chef and team involvement. Menus change every day and every week on a four-weekly cycle.

At brighterkind, we invest in our team with an extensive Food and Dining Service Standards training programme, sector-leading dysphagia training program and food passports to enhance those meals according to each resident's individual needs.

Drinks and snacks

In addition to regular mealtimes, our extras menu allows you to eat at any time of day and snacks and hot and cold drinks are always available for you and your visitors.

Eating out

If you fancy eating out at one of the local restaurants or ordering a takeaway, you're welcome to do so. Please let us know if you need any assistance or further information.





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*Lunch, afternoon tea
or dinner - a chance to
share a first class
dining experience
with friends.*



Our activities

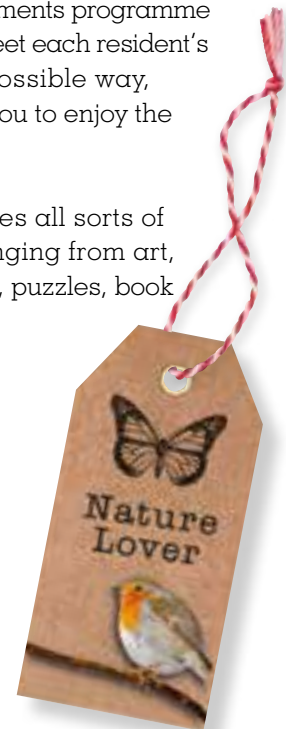
Magic Moments Club

Every brighterkind home now has a Magic Moments Club which provides a vast range of activities and fun things to do that are open to all of our residents and adapted to their individual needs.

The idea behind Magic Moments is that just because you move into a care home, doesn't mean that the things you love doing should suddenly stop – quite the contrary, we believe our residents should have the opportunity to love every day, by doing the things that they have always loved doing as well as trying new things along the way.

Magic Moments are unique to each individual, so it is important that the Magic Moments programme reflects this, tailoring activities to meet each resident's individual interests in the best possible way, whilst at the same time enabling you to enjoy the company of others.

The Magic Moments Club provides all sorts of different activities every day– ranging from art, gardening and baking, to dancing, puzzles, book clubs and movie nights.



Wishing Wells

...creating magic moments

Did you know that in a recent survey, 60% of people said that they had never had a wish come true? At brighterkind, we want to put this right with our Wishing Wells programme.

The idea is simple – our residents and their families reveal what their personal wish might be, and we then do our very best to make it come true. Naturally, it's open to everyone!

Where could a wish take you? Performing on stage or re-discovering a skill; revisiting a treasured place; learning to use computers; dropping into the local for a pint; going on a little shopping spree or even taking to the skies in a hot air balloon – the opportunities are endless. It may encourage you to look back over your life, or perhaps remind you of a happy experience you would like to repeat. For some, maybe there's a lifelong wish that's never quite happened, or indeed an all-new experience that you rather fancy trying. We love a challenge!



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We organised a trip down memory lane for a former ballroom dancer. To Blackpool, naturally.”



Our new Magic Moments Club App

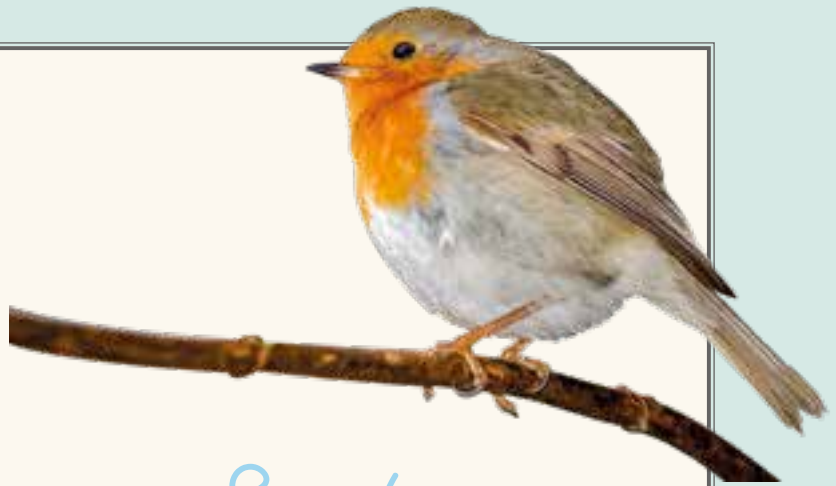
Now, every brighterkind resident has access to our special Magic Moments Club App.

The App helps residents and families to stay in touch wherever they are. It's totally free and it's really easy to use – residents can invite family members and friends to join and can choose if they would like help to use the App from a team member.

You can send and receive messages and videos and share your special photographs and stories in a safe and secure online environment. You can also use the favourites section to bookmark tunes and websites so that you can access them quickly and easily. Relatives can also make their own suggestions here.

The App is a really good way of reminiscing over old stories and photos, allowing residents and families to relive magic moments from the past. We've also provided access to Our Yesterday – an award-winning special part of the App designed to look back in time with quizzes, film and music clips that are engaging and entertaining.

The App also contains news updates from the home, including our weekly menus and our Magic Moments Club programme, so the family can keep up with what's going on and even plan their visits to coincide with something they like doing!



Mind, Body and *Soul*

Our programme encourages all-round wellbeing through one-to-one and group activities.

Our focus is on keeping the mind sharp and agile (quizzes, speaker visits and specific groups and clubs encourage participation and discussion). Keeping the body fit and mobile (regular themed exercise sessions run throughout the week) and the spirit lively and engaged through entertainment (from visiting musicians or resident singing groups).

All activities are developed around our residents' individual personal interests.

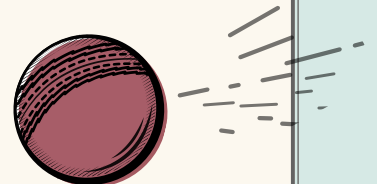
Latest Magic Moments innovations

As well as having recently promoted an even greater focus on nature and fresh air activities, we have introduced new relaxation techniques based on mindfulness techniques found in Tai Chi and Yoga. We have also taken a new look at music, which has led to the formation of choirs or singing groups in many of our homes. Our residents can also enjoy 'slipper soccer' and 'clock cricket' - both team games based on the principles of the original sports. They develop balance, hand-eye coordination, and upper body strength and flexibility - but most importantly they are great fun!

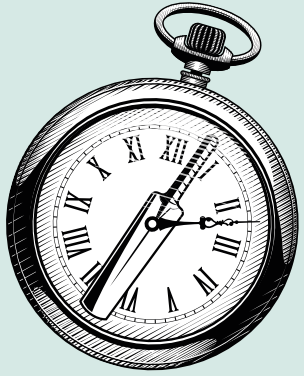
Magic Moments offer a breath of fresh air

Taking advantage of sunny days and getting out into the fresh air is so important and we aim to make regular use of our beautiful gardens and outside spaces. Getting close to nature by doing a little gardening or bird watching can really lift the spirits, so we work with local organisations and communities to make even more of outdoor opportunities.

With a range of trips and excursions available, it's not always about going far afield. Many of our residents want to visit local attractions or just to pop to the local shops or cafes. We do our very best to make sure all these wishes are fulfilled.



A jolly good day out





Care, treatment and support

...giving extraordinary care

Person-centred care

brighterkind care is centred on your needs and goals. We will work closely with you, your family and healthcare professionals to ensure you receive all the treatment and support you need, delivered with the dignity and respect you deserve.

Throughout your stay, we will ensure that you will be involved in an ongoing process to review your care. This will include support from healthcare professionals, care plan updates with you or your family, at your request, as well as the opportunity to shape your care programme going forward.



Healthcare professional visits

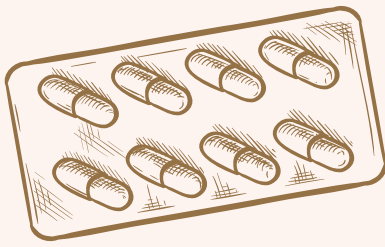
If you're already registered with a local GP, we will contact them to discuss their ongoing support once you've moved in. If you're from outside the area, we'll arrange for you to be registered with one of our local practitioners who attend the home regularly. Doctors will usually visit here on request.

Optician

It is important to retain good vision and healthy sight. brighterkind has a special arrangement including the provision of complimentary spectacles with our caring partners, Visioncall, who visit the home regularly. If you would like to continue visiting your own optician, we'll help you with this.

Audiology

Another brighterkind caring partner, Amplifon, provide complimentary hearing tests and discounts on digital hearing aids if required.



Dentist

Healthy teeth and well fitting dentures are important in maintaining a good diet and enjoying your meals. It is ideal for you to continue visiting your own dentist, but if that's not possible, we will help you to register with an alternative dentist and assist you should you need to visit them. Where available, a domiciliary dentist practitioner visits residents for annual checks and also in emergencies.

Physiotherapy and chiropody

If the GP feels a referral is necessary, we can access physiotherapy services for you. If you wish to access private physiotherapy or chiropody, we can assist with arranging this as well. Any additional costs will be agreed with you prior to booking these treatments.

Medication

Our team are fully trained in the safe administration of medication. We have robust policies and procedures in place, in accordance with legislation, to support the safe administration, storage and disposal of medication.

If you would like to take any of your prescribed medicine yourself, please inform one of our team members to discuss this.

If you want any information about the medication you've been prescribed, and the risks associated with it, please ask.

If you want to discuss medication with your GP, please let a member of the team know and we will arrange it. GPs undertake routine reviews of your medication throughout your stay.





Our brighterkind *Values*

Our brand promise is that people in brighterkind homes should 'Love Every Day' and in order to achieve this, we focus on a positive culture centred around five values:

- Keep it simple
- Do it from the heart
- Make every moment matter
- Choose to be happy
- Sort it

These are the values that shape our everyday behaviours and help us to provide a brighterkind service that we can feel proud of.

First and foremost, we focus on delivering what is most important to our residents – extraordinary care, special food and dining and days full of magic moments. We also emphasise the importance of our surroundings for our residents and families and strive to maintain our homes and gardens to a high standard.

We are committed to training our teams and ensuring that they are passionate about what they do and they make a special effort to contribute to the wellbeing of our residents and a positive sense of fun throughout the home.

brighterkind Pacesetters

In order to promote the right brighterkind culture, we have introduced 'Pacesetters' in all our homes. Pacesetters are brighterkind brand champions, who in addition to their normal roles, which could be Carers, Magic Moments Club Coordinators, Laundry Assistants, Administrators or Home Managers, are responsible for the delivery of a cultural training programme to their fellow team members.

The programme, which is called 'Love Every Day' covers topics such as: becoming a brand, our values and behaviours, first class service for visitors to the home, pulling together as a team and the role of positive language. In this way, our brighterkind customer service and resident / relative experience remains the focus of everything we do, both now and in the future.

Our Pacesetters initiative has helped brighterkind to win the HR/ Learning and Development team of the year at the 2019 CIPD People Management Awards!





brighterkind people

Our team members

Our team members wear brightly coloured uniforms with yellow or blue name badges.

To help you distinguish who's who, here is a list of who is wearing what!



Light blue – Carers



Yellow – Senior Carers



Dark Blue – Nurses



Pink – Magic Moments Club team members



Beige – Housekeepers

Our managers, receptionists, chefs, kitchen team and maintenance team will also be recognisable in their own brighterkind uniforms.





Fees and Funding

We are always happy to assist with any general enquiries you may have in relation to your fees.

Our fees are dependent upon an individual's requirements and needs. These, as well as the types of room available, will be discussed with you when you visit the home and at your pre-admission assessment.

You may be entitled to support with the care home fees. Please visit brighterkind.com for an outline of the government rules surrounding funding assistance. We do recommend you seek confidential and independent, professional advice.

Your weekly fee includes:

- ✓ Care and support services which reflect your requirements
- ✓ Accommodation which includes:
 - the bedroom of your choice;
 - laundry (and housekeeping);
 - utilities such as Wi-Fi, lighting, heating and hot water;
 - furniture for your room and maintenance of the home and grounds
- ✓ Your food and dining service including drinks and snacks
- ✓ Membership of the Magic Moments Club.



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It is important to get professional advice on the best way to fund the cost of care from an independent financial advisor. Please ask your Home Manager about this.

Little extras that are outside of the weekly fee

To make you feel at home, we also offer a number of extra treats and services that you may wish to purchase when you move in.

Additional services include:

- ✓ Professional hairdressing - please ask if you would like the current price list
- ✓ Magazines and newspapers at cost
- ✓ Personal purchases such as fresh flowers for personal rooms, stationery, confectionery, alcoholic beverages (some may be included in the fee), particular snacks and toiletries



In the absence of free provision by the NHS, the following may also be provided, but will be charged in addition to the weekly fees:

- Chiropody
- Occupational therapy
- Dentistry
- Physiotherapy
- Optician/ Audiology (only items not covered under our Caring partners scheme)

Details of the current charges for these services are available from the Home Administrator

Fees and Funding



Accompanying residents to outside appointments

If a resident has to attend a planned hospital, outpatient or other medical or social appointment and a family member or friend isn't available to take them, we can take care of it. For a small charge, one of our team members can go along with them, just ask the Home Manager for more information.

Changes to your weekly fees

If you are paying for your own care, your fees will increase in January of each year. Top-ups may increase in May in line with your Local Authority requirements. More information on all aspects of weekly fees is available in our Terms and Conditions, which can be found at www.brighterkind.com

If you are publicly-funded, your weekly fee may also increase on an annual basis and the relevant public-sector commissioner will advise you of the rate that will apply plus any impact this has upon the contribution you pay towards the cost of your care.

Regardless of your funding (private or public), there may be changes to your weekly fee over time to reflect changes in your care needs as well as changes in funding and eligibility for financial assistance from the Local Authority and/or NHS.

Changes to funding

We want all our residents to enjoy total peace of mind, so if there is a change of circumstance at any point during your stay that may affect your payment, just speak to a member of the team. We will work with you and your family to do our best to arrange things so you can stay in our home.

Individual circumstances vary a lot, if you think your funding may change, it is important you speak to us as soon as possible so we can agree how we can help you to manage this. It is also why we recommend you seek professional, independent advice so that you can plan for changes to your funding during the course of your stay.

A full description of change in circumstances and funding is covered in our Terms and Conditions.





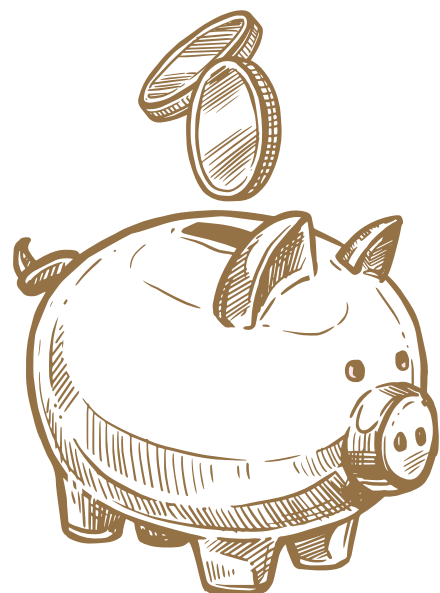
Personal monies

Should you wish to hold a small amount of personal money in the home (£100 or less), please discuss this with the Home Administrator.

These monies are kept secure in one bank account for all residents in the home with separate records for each resident, recording the amount held on their behalf, and details of deposits and withdrawals made. The bank account is a non-interest bearing account, so no interest is earned on any monies you ask us to look after.

We also try to provide easy and flexible access to your monies. However, we are unable to subsidise expenditure from monies held if you have insufficient funds within the account.

Expenditure from personal monies is authorised by yourself or your representative.





Data Protection

There are lockable facilities within the home where we store personal data and information relating to your care. All information is stored in accordance with the Data Protection Act 1998. Access to your personal data will only be on a strict need-to-know basis, with your or your relatives' full consent. All members of staff receive training on data protection and fully understand their responsibilities to comply with the law.

General Data Protection Regulation Your Data

1. We gather, use and in certain circumstances may disclose information relating to you for various purposes described in our policies, including (but not limited to):
 - 1.1 For the purpose of issuing invoices and generally for the purpose of your stay at the home. Your information is also held and stored so that we may communicate with you and any other relevant person, on any matter relating to the arrangements concerning your stay including for medical purposes and for the purpose of communication with General Practitioners and other healthcare professionals, and with people who in the circumstances owe us, or you a duty of confidentiality; and
 - 1.2 If our business is sold or integrated with another business, details about you may be disclosed to our advisors and any prospective purchaser and their advisors in good faith as necessary for the ongoing operation of the home and to ensure continuity of the provision of accommodation and care.
2. If any of the information that you or any other person provides to brighterkind changes, please let us know the correct details in writing.
3. If you wish to find out more detail about how we gather, use, disclose and/or manage your data then please visit our website: www.brighterkind.com/privacy or contact our Data Protection Officer at DPO@brighterkind.com

Information

Website

If you want to find out more information about brighterkind, please visit the company website where you can read the latest news, find out about other homes offering brighterkind care, and contact our head office.

To find out more information about what's going on at your home, please feel free to ask our Home Manager or one of our team members. You can look at our information folders available in the reception areas and our blue and pink notice boards throughout the home, as well as the home-specific pages on the brighterkind website.

www.brighterkind.com

Comments and suggestions

We love to hear from our residents and visitors. Comments and suggestions can be made in person or by email or letter to our Home Manager or by contacting our customer service team at customercare@brighterkind.com





Extra Information

Advocacy

We will need to know who your next of kin is for emergencies. If you have appointed a Lasting Power of Attorney (LPA) or have an existing Enduring Power of Attorney (EPA), Court of Protection Order (CPO), Legal Advocate or Independent Mental Capacity Advocate (IMCA) in place, this must be discussed during the admissions process.

Please inform us if you do not wish for general information regarding your wellbeing to be given to any other party, and if you wish to receive further information relating to local advocacy.

Legal advice

Our team are unable to advise you on making a will, or other legal matters, but can assist you in finding a professional to advise you. We can also arrange for a solicitor of your choice to visit you at the home.

Voting

Once you are a permanent resident here, you will be entered onto the electoral roll. Please let us know if you need any assistance in utilising your right to vote – a team member will be happy to assist you.





Leaving the home

If you feel the home isn't right for you, you can cancel for any reason by giving us 7 days' notice during your trial period (the first four weeks of your stay). After this trial period, we ask that you give us 28 days notice. We usually only need to end the contract if your needs change such that the home is no longer the right place for you. Other reasons we may need to ask you to leave the home are if you refuse to pay, or if you or your visitors present a significant risk to others at the home; or you or your visitors persistently behave in a way that seriously and negatively impacts the wellbeing of others at the home. A full description of these circumstances along with the notice periods you and we are required to give are covered in our Terms and Conditions. We will always discuss our concerns with you and try to resolve the issues (as far as reasonably possible) before the situation becomes too serious.

Insuring valuables

When you are considering what to bring with you, please be aware that we do not have insurance that covers your personal belongings. It is important to remember that large parts of the home are communal areas and accessible to other residents and their visitors. If you wish to bring personal belongings into the home, we recommend that you arrange your own insurance cover for items of significant value.

Please speak with the Home Manager who will be happy to discuss this matter with you in greater detail.





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The focus of adult protection is the wellbeing, security and safety of vulnerable people.

Safeguarding and safety

Safeguarding

We are committed to protecting residents from any form of abuse, neglect, injury or exploitation. It is important to note that the safeguarding of all residents in our care is integral to our policies and procedures.

Safeguarding principles:

- The focus of adult protection is the wellbeing, security and safety of vulnerable people.
- All of our residents have the right to self-determination and personal choice wherever possible, and all practical steps will be taken to ensure this.
- All of our residents have the right to protection and redress under the law in accordance with their human rights as outlined in the Human Rights Act 1998.

Health and safety

Making sure this is a safe environment for all our residents is a priority for us. It is important therefore, that all potential hazards are eliminated.

If you could help us to ensure the following, it would be greatly appreciated:

- Any electrical appliances that you bring with you are subject to health and safety requirements and must be certified by our maintenance department before use.
- If there's anything you want to bring into the home that you're unsure about, please check with us.
- Please respect our no smoking policy.
- If you spot anything that you think might be a health and safety risk, please bring it to the attention of the staff as soon as possible.
- We ask that all visitors sign in and observe the security measures whilst in the home.

Infection prevention

Preventing and controlling any infection is really important to us for the wellbeing of all residents. You will find liquid hand soap and paper towels in all of the bathroom, toilet and en-suite facilities throughout the home. We follow strict infection prevention policies – if you would like to know more about these policies, please ask a team member, and we'll be happy to explain them to you.

In the unlikely event of there being an infection in the home, you may be asked to assist us in containing it by following specific precautions, which will be explained to you should this occur.

Inspections are carried out by:

England – Care Quality Commission (CQC) and Local Authorities

Scotland – The Care Inspectorate and Local Authorities

Jersey – Registration and Inspectorate of the Public Health Dept.

The purpose of these inspections is to show that all aspects of care provided within the home meet government regulations and standards. Visits are unannounced and vary in frequency. A report is then collated to inform the public about the quality of the service.

Findings are available as follows:

England – A copy of the most recent CQC report along with any actions we take, is available in the care home reception and online at www.cqc.org.uk or alternatively you can contact CQC direct and order a paper copy on 03000 616 161.

Scotland – A copy of the most recent Care Inspectorate report is available online at www.scswis.com or alternatively you can contact the Care Inspectorate direct and order a paper copy on 01382 207 100.

Jersey - A summary of the most recent Public Health Department report is available in the care home reception. Or alternatively, you can request a copy at the Public Health Department by calling 01534 445 801.

Quality assurance programme



We are committed to ensuring that all our residents and other customers receive the highest standards of care and service. We are focused on continuous quality improvement and the achievement of excellence in all that we do. In order to achieve this, we have developed a quality assurance programme.

These are the main principles:

- We place the resident at the centre of all quality initiatives and all residents are encouraged to be involved in the programme should they wish.
- All team members have a detailed induction which is designed to promote customer care and resident wellbeing.
- The programme measures structure, processes and outcomes: all of which are important in ensuring residents receive a high quality service.
- The focus is on self-audit by Home Managers and their team with action plans being used to provide clear evidence of ongoing quality improvement.
- Measures used by the Regulators are included.

The programme focuses on the review of our signature elements;

- Quality and care experience
- Recreation and activities
- Food and dining experience
- The resident experience
- The management experience

The programme consists of:

- Review of external audits and inspections
- Our customer feedback
- Key clinical outcomes
- Live electronic incident reporting system
- An active risk reduction programme, designed to keep our residents safe
- Dedicated team development and monitoring programme
- Customer complaints and compliment reviews
- Resident of the day programme

The Home Manager will be happy to discuss any findings from this process with you and/or your relatives, as well as any concerns or queries you might have.



Pets

Your visitors are welcome to bring pets to the home for a short visit, at the Home Manager's discretion. We request that these visits are usually limited to your room, to be sensitive to other residents who may have pet allergies. Some residents keep pets, as long as this meets the requirements of risk assessment and doesn't impact negatively on other residents.

Smoking, Vaping and e-cigarettes

Smoking is strictly prohibited in our brighterkind care homes, however there are designated smoking areas outside the homes for those who wish to smoke, vape or use e-cigarettes.





Complaints Procedure

If I'm not happy about something, how do I raise this with the home?

At brighterkind we make every effort to provide high-quality care and hope that your time in our home is happy. We welcome feedback and encourage you to provide us with your thoughts and opinions on what we are doing well and what we can do to improve and resolve any concerns you have. If you would like to comment on our services, you can talk to the Home Manager or if you prefer, you can leave feedback via our customer services email customer care@brighterkind.com or by phoning **0330 333 0466**.

However, if you wish to voice your concerns formally there is a procedure you can follow:

If you have a complaint about any aspect of our service or care, please speak to the person in charge in the first instance.

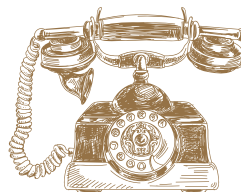
If they are unable to resolve the problem, please speak to the Home Manager.

We will always do our best to resolve a complaint as soon as possible and we will talk to you about any actions that should be taken to help solve the issue.

A copy of our contact details and how to raise a concern can be found in all of our care homes or on our website.

If you are still not satisfied following local resolution of your complaint, you may escalate your concerns to the director of care or CEO and if you subsequently remain unsatisfied you can request an independent review from the Ombudsman. Details will be provided with your complaint response or can be found on the page opposite.

Useful *contacts*



Here are some contact addresses you might find useful:

England

Care Quality Commission (CQC)

London office:

Care Quality Commission (CQC),
151 Buckingham Palace Road,
London SW1W 9SZ

Newcastle office:

CQC National Customer Service Centre,
Citygate,
Gallowgate, Newcastle upon Tyne NE1 4PA
T: 03000 616161
F: 03000 616171
W: www.cqc.org.uk

Local Government and Social Care Ombudsman

T: 0300 061 0614
W: www.lgo.org.uk

Parliamentary and Health Service Ombudsman

T: 0345 015 4033
W: www.ombudsman.org.uk

Age UK

T: 0800 055 6112
T: 0800 169 2081
W: www.ageuk.org.uk

Citizens Advice Bureau

T: 03454 04 05 06
W: www.citizensadvice.org.uk

Healthwatch

Healthwatch England, National Customer
Service Centre, Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA
T: 03000 683 000
E: enquiries@healthwatch.co.uk
W: www.healthwatch.co.uk

Jersey

Registration and Inspection Department Public Health Department:

Maison Le Pape, The Parade
St Helier, Jersey, JE2 3PU
T: 01534 445 801

Scotland

Care Inspectorate

T: 0345 600 9527
E: enquiries@careinspectorate.com
W: www.careinspectorate.com

Scottish Public Service Ombudsman (SPSO)

By Post: Freepost SPSO

In Person:

Scottish Public Services Ombudsman,
4 Melville Street, Edinburgh EH3 7NS
T: 0800 377 7330
T: 0131 225 5300
W: www.spsso.org.uk

Healthcare Improvement Scotland (HIS)

Edinburgh Office:

Gyle Square, 1 South Gyle Crescent,
Edinburgh EH12 9EB
T: 0131 623 4300

Glasgow Office:

Delta House, 50 West Nile Street,
Glasgow G1 2NP
T: 0141 225 6999

General queries and feedback:

E: comments.his@nhs.net
T: 0131 623 4300

Complaints:

E: hcis.complaints@nhs.net
T: 0141 225 6866
W: www.healthcareimprovementscotland.org

Age UK

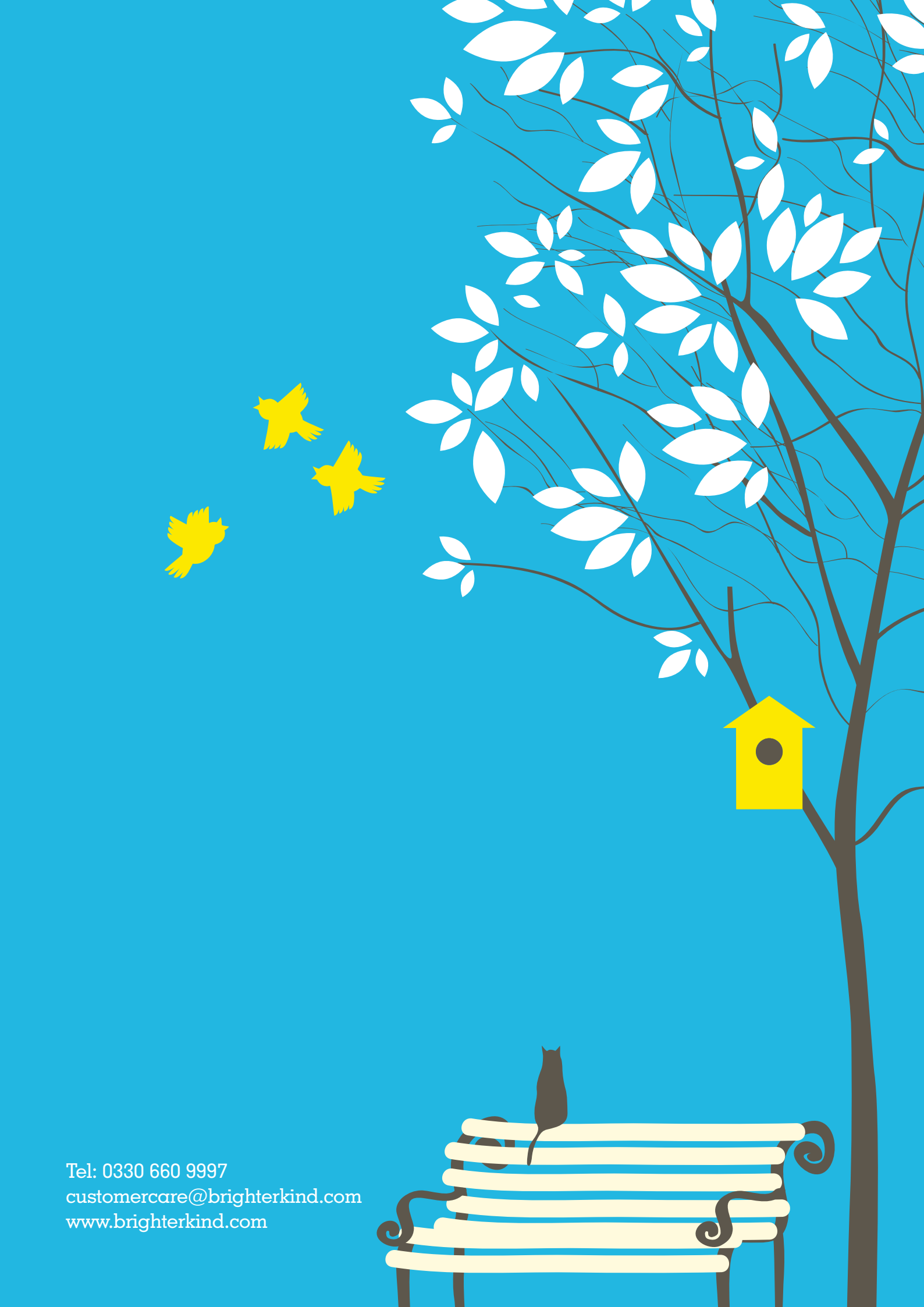
Age Scotland, Causewayside House,
160 Causewayside, Edinburgh EH9 1PR

For general enquiries:

T: 0333 32 32 400
E: info@agescotland.org.uk

For information and advice, please call the Age Scotland helpline:

T: 0800 12 44 222
E: helpline@agescotland.org.uk
W: www.ageuk.org.uk/scotland



Tel: 0330 660 9997
customercare@brighterkind.com
www.brighterkind.com