

STATEMENT OF PURPOSE ALASTAIR HOUSE



Section 1: About the Provider

Service provider	ALASTAIR HOUSE LIMITED
Legal entity	
	Limited company
	Company Director: Lakhansi Keshwala
Responsible individual	Mr. Lakhansi Keshwala
Registered Manager	Ms. Amanda Whittey
Name of service	Alastair House LTD
Address of service	15 Foryd Road Kinmel Bay Conwy LL18 5BA 01745 334560 enquiry@alastairhouse.com alastairhouse15@gmail.com www.alastairhouse.com

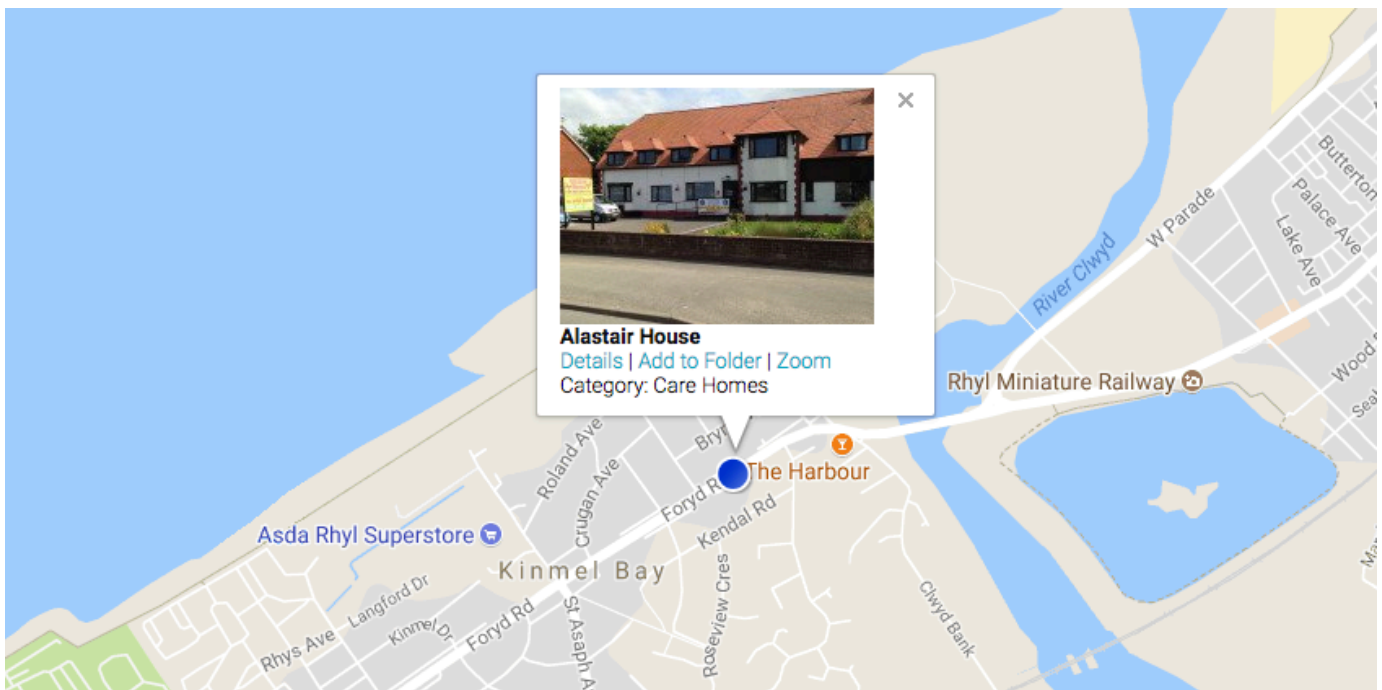
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Section 2: Description of the Location of the Service

a. Accommodation-based services

ALASTAIR HOUSE is situated at 13 - 15 Foryd Road, Kinmel Bay, LL18 5BA.

We are on the lovely North Wales coast; five minutes walk from the beach, two minutes walk to restaurants, coffee houses and public houses and ten minutes walk to the local supermarket Asda. A bus stop is located right outside the home. Five minutes by car or ten minutes on the bus takes you to Towyn seaside town we have a funfair, promenade and lots of live entertainment. The seaside town of Rhyl is five minutes by car, just over the blue bridge. It is undergoing a renovation where a new sun center is currently being built. We have a new Premier inn hotel with a lovely restaurant called "Cook house" which boasts the Pavilion theatre where lots of live entertainment and shows take place. There is also a restaurant called 1891.



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Section 3: About the Service Provided

a. Range of needs we can support

We have accommodation for 15 Service Users. The home aims to provide a service for people's age of 55 years and over who have been diagnosed with mental incapacities such as dementia, cognitive impairment, and delirium and generally mild/moderate mental health. Everyone is treated as an individual. They have freedom and choice within every area. We offer privacy and dignity and have their cultural religious and sectional sexual needs respected.

We are also able to accommodate six people a day for day care respite. This covers seven days a week and we can also provide transport at an extra cost to and from the home (see manager for quotation).

b. Age range of people using the service	55 years of age and over male/female
c. Accommodation-Based services (as applicable)	<p>Maximum Capacity</p> <p>15 Service users' accommodate and 6 Service users' day Care respite</p>

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Section 4: How the Service is Provided

Service users' rights

We place the rights of service users at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide. We encourage our service users to exercise their rights to the full within the safe and loving environment of Alastair House.

There is only one restriction - external locked door policy. All external doors are locked and controlled with a keypad lock, to maintain the safety and wellbeing of all service users. Locked door policies ensure service users are protected from any harm from the outside world.

All service users will be appointed a social worker and mental health doctor to carry out a Deprivation of Liberty safeguards assessment. A Best Interest Assessment is undertaken to ensure service users' full rights are upheld.

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a service users' ability to enjoy the pleasure of being alone and undisturbed. Therefore we strive to retain as much privacy as possible for our service users in the following ways:

- Providing help in intimate situations as discreetly as possible.
- Helping service users to furnish and equip their rooms according to their own styles. Allowing them to use their rooms as much as they wish for leisure, meals and entertainment.
- Offering range of locations around the home for service users to be alone or with selected others.
- Providing locks on private storage space, bedrooms and other rooms as required/requested by service users.
- Guaranteeing privacy when using the telephone, opening/reading posts and communicating with friends, relatives and advisors.
- Confidentiality is maintained regarding details of service users.

Dignity

Disabilities quickly undermine dignity; therefore we try to preserve respect for our service users' intrinsic value in the following ways:

- Treating each person as a special and valued individual.
- Helping service users to present themselves to others as they would wish through their own clothing, their personal appearance and their behavior in public.

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- Offering a range of activities, which enables residents to express themselves as a unique individual.
- Tackling the stigma from which our service users may suffer through age, memory loss, disability or status.
- Compensating for the effects of disabilities, which service users may experience in their communication, physical functioning, mobility or appearance.

Independence

We are aware that our service users have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our service users' remaining opportunities to think and act without reference to another person in the following ways:

- Providing as tactfully as possible human or technical assistance when required/requested.
- Maximising the abilities our service users to retain self-care, for independent interaction with others and for carrying out daily tasks unaided.
- Helping service users to take reasonable thought out risks.
- Promoting possibilities to establish and retain contacts beyond the home.
- Using any form of restraint on service users only in situations of urgency when it is essential for their own safety or the safety of others.
- Encouraging service users to have access to and contribute to the records of their own care.

Security

We aim to provide a secure environment and structure to support service users in the following ways:

- Offering assistance with tasks and in situations that would otherwise be perilous for service users.
- Protecting service users from all forms of abuse and from all possible abusers.
- Providing readily accessible channels for dealing with complaints.
- Creating an atmosphere in which is open, positive and inclusive.
- Keypads and alarms are fitted throughout the building to ensure service users' safety. Those who are able to leave the building unattended are informed of security codes to the doors.
- Safety gates are in place at the foot and top of the stairs, this is to ensure service users who wander are not deprived of their liberties but at the same time remain safe.

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Civil rights

Having disabilities and residing in a home can all act to deprive our service users of their rights as citizens. We therefore, work to maintain our service users' place in society as fully participating and benefiting citizens in the following ways:

- Ensuring that service users have the opportunity to vote in elections and to brief themselves fully on the democratic options.
- Ensure service users have full access to all elements of the National Health Service.
- Helping service users to claim all appropriate welfare benefits and social services.
- Assisting service users to access public services such as libraries, further education and lifelong learning.
- Facilitating service users in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

Lifestyle

It is clear that service users may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of service users, we will do the following:

- Aim to provide a lifestyle for a person, which satisfies their social, cultural, religious and recreational interests and needs.
- Help individuals to exercise choice and control over their lives.
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to service users.

a. Arrangements for admitting, assessing, planning and reviewing people's care

Choice of home

We recognise that every prospective service user should have the opportunity to choose a home, which suits their needs and abilities. To facilitate that choice and to ensure that our service users know precisely what services we offer, we do the following:

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- Provide detailed information about the home by publishing a statement of purpose and a detailed service users guide.
- Give each service user a contract or a statement of terms and conditions specifying the details of the relationship.
- Ensure that every prospective service user has their needs expertly assessed before a decision on admission is made.
- Demonstrate to every person about to be admitted, that we are confident that we can meet his or her needs, as assessed.
- Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

Admissions

Under government regulations, potential service users need to have their needs thoroughly assessed before entering a home; this is intended to provide each Service User with the best possible information on which to make an informed choice about their future.

For potential service users who are already in touch with social services or social work department, the initial assessment will be undertaken as part of the care management process. We also need to assure the Service User and ourselves that this particular home is suitable for them.

For potential service users who approach the home directly, appropriately trained staff will make a full assessment with the service users permission, taking specialist advice and reports into consideration. The assessment will cover the range of health and social needs set out in Department of Health guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

We will provide perspective service users with as much information as possible, to help them with their decision. We offer the opportunity for a prospective service user to visit the home, join current service users for a meal and move in on a trial basis, subject to terms and conditions as on the contract. We are happy for prospective service users to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we can provide advice on how to look for help elsewhere. In exceptional circumstances, if an emergency admission has to be made, we will inform the new service user within 48 hours about key aspects, rules and routines of the home. We will carry out the full assessment process within five days. If any person has already made advance decisions regarding their treatment or Lasting Powers of Attorney, these must be declared during their admission to the home so that these decisions can be followed. The home will assist service users to utilise advocacy on their behalf either through their family or through professionals trained to support the elderly.

Any criteria, which indicate a more detailed assessment will be followed up by using the appropriate assessment tool as detailed in the criteria box e.g. Water low, Pain Measurement, etc.

All assessment documentation will be readily accessible and clearly demonstrated in the Service User Care Plan records.

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Before the arrival of the new Service User, arrangements will be made for a nominated member of staff to greet them, having familiarised themselves with the information gathered to date.

The Manager or deputy will greet the Service User.

The Key Worker will be introduced, and will escort the Service User and family to their room.

Meeting assessed needs

The care we provide is based on thorough assessment of needs, systematic and continuous planning of care for each Service User. The individuals agreed plan of care or service plan provides the basis on which care service is delivered. Each Service Users plan includes: a description of their preferred daily routine, their likes/dislikes in relation to food and any specific dietary requirements and similar matters. It also includes their preferences in respect to how they like to be addressed and what dignity, respect and privacy means to them in terms of daily behavior and actions. We find it is particularly important to find this out in relation to any intimate personal care activities that staff is expected to carry out.

The care plan also contains a risk assessment and any risk management plan required. The plan includes details of health care needs, medication, details of GP and any community nursing or other therapeutic services provided or that the service user commissions for her or himself. The service plan also includes details of social interests/activities and how these are met, and any arrangements to attend religious services of their choice and for contact with relatives, friends and representatives.

Care plans are reviewed at least once a month and more often if the need arises. These are reviewed and documented by the manager and a deputy manager.

Families are requested to review the care plans and sign the documentation to agree they are happy with the on-going plans or updates. A key worker is in place it comes under the name of care buddy, this is to ensure trust and emotional well being for all service users.

Independence of service users is encouraged, to have freedom of movement and mobility, at their own pace. To be given a choice and to be treated as an individual. To live in a safe and secure environment. To be reminiscent, yet to explain reality and confirm what exists.

The home does not provide Nursing Care or use any specific therapeutic techniques.

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b. Standard of care and support

Choice

We aim to help service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:

- Providing meals which enable service users as far as possible to decide for themselves where, when, and with whom they consume food and drink of their choice.
- Offering a wide range of leisure activities to choose from.
- Enabling individuals to manage their own time and not be dictated by set communal timetables.
- Provide individually tailored services as required/requested by service users.
- Respecting individual, unusual or eccentric behavior in people.
- Retaining maximum flexibility in daily routines within the home.

Fulfillments

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways:

- Informing ourselves as fully as each person wishes about his or her individual histories and characteristics.
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all people, and to stimulate participation.
- Responding appropriately to the personal intellectual, artistic, spiritual values and practices of every service user.
- Respecting individual religious, ethnic and cultural diversity.
- Helping our service users 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 desire to communicate at whatever level.

Quality care

We wish to provide the highest quality of care. We give priority to a number of areas relating to the operation of the home and the services we provide.

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Personal and health care

We draw on expert professional guidelines for the services the home provides. In pursuit of the best possible care we will do the following:

- With each service user, regularly update and implement a service user plan of care based on an initial and then continuing assessment.
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each person.
- Establish and carry out careful procedures for the administration of individuals' medicines.
- Take steps to safeguard privacy and dignity in delivering all aspects of health and personal care.
- Treat with special care those who are dying, and sensitively assist them and their relatives at the time of their demise.

The underpinning elements

A series of themes both cut across and underpin the aims we have relating to the rights of service users and quality of care.

Focus on service users

We want everything we do in the home to be driven by the needs, abilities and aspirations of our service users. Not by what staff, management or any other group desire. We recognise how easily this focus can slip and we will remain vigilant to ensure the facilities, resources, policies, activities and services of the home remain service user led.

Fitness for purpose

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our service users and their representatives.

c. Language and communication needs for people using the service

We generally communicate in English language but Welsh speaking Service Users' will be provided with written Welsh translation.

We at ALASTAIR HOUSE can provide all written Welsh language documentation on request, however we cannot guarantee that a Welsh speaking member of staff will be on the duty at all times. We do have Welsh speaking staff but our home runs on shift patterns, we may be able to arrange and accommodate sometimes on request.

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Section 5: Staffing Arrangements

Staffing

We are aware that the staff will always play a very important role in service users' welfare. To maximise their contribution, we do the following:

- Employ staff in sufficient numbers and with the relevant mix of skills to meet individual/communal needs of service users.
- Provide at all times an appropriate number of staff with qualifications in Health & Social care.
- Assess recruitment policies to practice, respect, and equal opportunities and protect service users' safety and welfare.
- Offer our staff a range of training that is relevant to their induction, foundation experience and further development.

All care practices governed by the management team clear stated within Policies and Procedures. Management monitor and review to all regulations or more depending effective methods for the home.

<p>a. Numbers and qualifications of staff</p>	<p>Amanda Whittey (Registered Manager) up holds a L5 NVQ Diploma in Leadership for Health and Social Care Services (Adults' Residential Management) Wales & NI</p> <p>Christopher Ager-Leigh (Deputy Manager) up holds a L3 Diploma in Health and Social Care and working towards L4 NVQ. Since 2018 he was working for Alastair House as a Senior Care Assistant.</p> <p>All Senior staff hold a L3 or a L2 NVQ Diplomas in Health and Social Care & years of experience in the care environment. Our care staff hold a L3 NVQ (95%), L2 NVQ or are working towards a qualification.</p> <p>Head cook holds a L2/3 NVQ cooking and HACCP and all other staff have a food hygiene qualification.</p>
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<p>b. Staff levels</p>	<p>Daily Staffing 1 X Registered Manager / Deputy Manager 1 X Senior Care Assistant 3/4 Care staff as needed 2 X walking night staff 1 X on call management 24hrs 1 X cook 1 X domestic 1 X (Handy man) maintenance as needed</p>
<p>c. Specialist staff</p>	<p>Specialist staff is not required at Alastair House.</p>
<p>d. Deployment of staff at service (for accommodation-based services only)</p>	<p>We generally have a daytime Registered Manager, Senior Care Assistant and two or three Carers according to Service Users' needs. Our building has two floors, the ground and the first floor. When required, we deploy more staff according to our Service Users needs.</p>
<p>e. Arrangements for delegated tasks</p>	<p>Senior Staff is available in each shift to make general decisions. Registered / Deputy Managers are available on call 24 hours.</p>
<p>f. Supervision arrangements</p>	<p>Every three months Staff Supervisions are carried out. All staff are monitored and receive extra training if required. Appraisals are carried out every year or as needed. Supervisions are pre planned in a relaxed environment.</p>
<p>g. Staff training</p>	<p>Staff training is at the core of Alastair House. All staff complete training as stated by Care Inspectorate Wales (CIW) and Social Care Wales. We strive to excel to ensure we exceed standards and train all staff to a person-centered level.</p> <p>We use two types of Training- practical in house and Social Care TV online Training. Additional training is provided as needed.</p> <p>In house Training; Moving and Handling</p> <p>Social Care TV online Training; Medicine Management, Dementia Awareness, Infection Control, COSHH, SOVA, FIRE Safety, Health & Safety, Diabetic, Tissue Viability, Food Hygiene, Mental Capacity Act, End of Life, Sensory Lost, Challenging Behavior, First Aid</p>

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Section 6: Facilities and Services

Accommodation-Based services only

Accommodation at Alastair house is spread over 2 floors, 5 bedrooms and three toilets (two with bath & shower) downstairs and 9 bedrooms (one double bedroom), and two toilets (one with bath & shower) upstairs with 15 beds in total.

On the ground floor, there are two large bright living rooms with several comfortable chairs with two televisions; one is a Smart TV with connectivity to the Wi-Fi, which can be used to watch YouTube etc. There are separate sitting areas depending on what you fancy doing. You can watch television or quietly read.

Further along the two living rooms, there is a treatment room used for medical check ups & also for hairdressing & nails. The entire area is bright, colorful & comfortable.

There is a fully fitted stainless steel commercial kitchen, there is a separate room used for dining and daily activities. There is an activity board, which informs the residents which activity is taking place. The room has been furnished with a historical theme.

Facilities and services of the home

The daily care program is organised as a response to person's individual and combined needs. All mealtimes are flexible, and people can arrange to have their meals in their own rooms or in the dining room. The lounge areas are homely and welcoming.

Social activities, hobbies and leisure interests

We try to make it possible for our service users to live their lives as fully as possible. In particular, we do the following:

- We aim as part of the assessment process to encourage potential service users to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.
- By completing Life Social history format, we are able to gain in depth knowledge of the Service Users' life. This enables staff to understand the person's values and choices and why particular issues are important to them.
- We try to help people to continue to enjoy wide range of individual/group activities and interests both inside and outside the home. Encourage them to carry on with existing hobbies, pursuits and relationships. Be open to explore new avenues and experiences.
- All service users are entitled to use the communal lounges, dining room, circulating areas and the grounds of the home. Those who wish to remain in their own rooms may do so whenever they like.
- Individuals are encouraged to personalise their own rooms with items of furniture and other possessions. We try to follow individual preferences in matters decoration and furnishings.

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- The home's facilities include a fully accessible outside patio area containing seating and sensory wall.
- To assist with the home's social programed, there is a visiting hair dresser, visits from the club library, personal shopping facility, escorted visits to local church or visits from church staff or volunteers, local private chiropractor, Internet Café and visits from professional nail technician.
- We recognise food and drink play an important part in the social life of the home. We try to provide a welcoming environment in the dining room and ensure meals are pleasant, unhurried occasions, providing opportunities for social interaction as well as nourishment.
- As far as possible, we encourage service users to choose where they sit in the dining room and meals can be served in the persons' own rooms, if desired.
- Three full meals are provided each day. There is a regularly changed menu for lunch and evening meals.
- We cater for special and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan. The staff is available to provide discreet, sensitive and individual help with eating and drinking, as and when required.
- Snacks, hot/cold drinks and fresh fruits are available at all times. We aim to make food/drinks we provide attractive, appealing and appetising. Taking special occasions and festivals into consideration.
- We ensure the home is a part of the local community; we encourage visitors such as local councilors, Members of Parliament, representatives of voluntary organizations into the home.
- We recognize risk-taking is a vital and often enjoyable part of life despite health or disability concerns. We avoid a totally risk free environment though we take care to ensure service users are not subjected to unnecessary hazards.
- When a service user wishes to take part in any activity involving a degree of risk, a thorough risk assessment is carried out, consulting relatives, friends or representatives, if required. The assessments are regularly reviewed to ensure health and safety is always the upmost priority.
- There may be a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.
- For the benefit of all individuals, the home is non-smoking.
- We aim to give service users opportunities to participate in all aspects of life in the home. People are regularly consulted both individually and corporately about the way the home is run.
- Service users and families/advocates are encourages to meet and discuss the management and policies of the home, social activities, menus etc. Surveys of user satisfaction are conducted annually.
- Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

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Fire precautions, associate emergency procedures and safe working practices

- All service users are made aware of the action to be taken in the event of a fire or other emergencies.
- Copies of the home's fire safety policy and procedures are available on request.
- The Health & Safety manual is also available to inspect in the manager's Office.
- The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff.

Arrangements for religious observances

Service users who wish to practice their religion will be given every reasonable help and facility.

- St. Mary's Church visits ALASTAIR HOUSE once a month in house service in reading. We will try to arrange transport for service users to any local place of worship if required (at service user's expense).
- If requested, make contact with local place of worship on a service user's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a service user.

Relatives, friends and representatives

- Service users are encouraged and aided to maintain links they wish to retain with families and friends outside the home. They can choose whom they see, where and when.
- If a person wishes, their friends and relatives are welcome to visit at any time convenient. They can be involved in daily routines and activities, if requested. There is a charge for cooked meals; light refreshments are free of charge.
- If a Service User request a family member to stay over due to their illness, arrangement can be made as we can provide Camp bed in side the Service Users' room.
- If a service user wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

Behavior management and the use of physical restraint

Person centered behavior management care plans are implemented for each service user, to ensure that all service users feel settled, content and assured. All behavior is assessed with best management strategies, which are documented and implemented as required. The above documents will be drawn up gaining written instructions and advice from professionals, said service users doctor, social worker, Mental health team and of course the said service users main care support.

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Staffs are trained in how to deal with challenging and are aware and can implement appropriate control strategies as and when required according to service users' needs. Strategies most effective for calming/controlling challenging behaviors used at Alastair House

- Sensory activities
- Music
- Family photos
- Outings
- One to on interaction
- Doll therapy
- Comfort blanket
- Food & drink comforts
- Family telephone/Skype reassurance
- Other strategies suggestions from family members/ professionals.

We have a physical restraint policy in place. This policy will only be put into action to safeguard all persons at Alastair House. This policy will be activated to protect the service user or other service users, member of staff or any other person from imminent and potential serious physical harm.

If in rare case physical restraint is required, face –to- face safe – holding can be implemented ensuring it is carried out safety whilst upholding respect and dignity of service users. The main aim is to ensure harm is caused to service users and others.

At first point of call, all professional bodies will be informed of physical restraint having to be used. All relevant documentations will be completed and forwarded to *CIW (REG 60) , SOCIAL SERVICES, SAFEGUARDING TEAM, LOCAL GP AND MENTAL HEALTH TEAM FOR ASSESSMENT AND TREATMENT, ALSO FAMILY WILL BE CONSULTED.*

The manager of Alastair House would be promptly informed, staff who have administered and witnessed the restraint will complete the incident record of use of physical restraint policy, this would be over seen by management.

You should provide information about:

a. Number of single and shared rooms	We have 13 Single rooms and 1 Shared room
b. Number of rooms with en suite facilities	We do not have any room with en suite facilities
c. Number of dining areas	We have two sections of the dining areas
d. Number of communal areas	We have two communal rooms. One quite room and second room with full of activities.
e. Specialist bathing facilities	We have three bath and shower facilities include one with tub bath and shower other with Seating bath and shower.

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<p>f. Specialist equipment</p>	<p>One Bath Hoist, Two mobile Hoist, Passenger lift, Minibus</p>
<p>g. Security arrangements in place and use of CCTV</p>	<p>All bedrooms, communal & toilets are fitted with call systems enabling you to call for help from staff at any time. Additionally if required, some rooms are fitted with sensor alarm system, which is automatically activated to prevent injuries and falls especially at bedtime. Also some doors are fitted with alarms to ensure safety of service users at all times. Wi-Fi connectivity in Communal area. We do not have a CCTV but in future we looking to install in near future.</p>
<p>h. Access to outside space and facilities at this service</p>	<p>Front of the home we have large car park area where seven cars can park and a lawn at the rear of the home. We have patio-seating area with a sensory wall.</p>
<p>i. Community-Based services only (as applicable):</p>	

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Section 7: Governance and Quality Monitoring Arrangements

Alastair House governance and monitored under by following Government agency.

- Social Care Wales and CIW (Care Inspectorate Wales).
- Conwy County Borough Council
- Health and Safety Executive
- Environmental Health Board (Food Safety)
- Fire and Rescue Services

Management and administration

The leadership of the home is very critical. To provide the quality of leadership required to fulfill all standards, we aim to do the following:

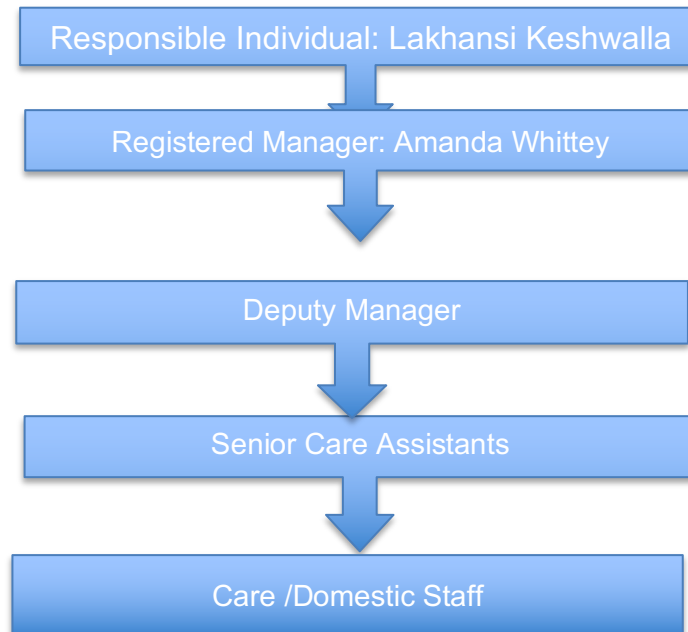
- Aim for a management approach, which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and monitoring systems.
- Work to accounting and financial procedures that safeguard resident' interests.
- Offer residents appropriate assistance in the management of their personal finances.
- Supervise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the home and its Service Users.
- Ensure Health, Safety and Welfare of Service Users and staff are promoted and protected.

Service Provider:

Responsible Individual -Mr. Lakhansi Keshwalla visits the home on weekdays and is approachable to all Service Users and Staff. Each month he inspects the home thoroughly and also talks to Service Users and Staff if they have any concerns about the services the home provides. Together with the Manager addresses to improve building maintenance and other concerns. If there are any ongoing issues or concerns, the Manager informs Mr. Keshwalla and immediate actions are taken to resolve or rectify queries/issues.

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Structure of the Services



The management of the home aims to listen and act on the views and concerns of Service Users. We encourage discussions/actions on issues raised before they develop into problems and formal complaints. We therefore welcome comments and suggestions from service users and their representatives, friends and relatives. Positive comments help us to build on our successes. We are open to making changes/improvements, as and when required and learn from our mistakes. We aim to assess all comments/complaints/suggestions as quickly as possible and to provide satisfactory response, as and when required.

Through www.carehome.co.uk , Service Users families/friends can review the quality of care that Service Users receive at Alastair House. We can then monitor, review and improve the quality of care and support received from the home.

We carry out a quality assurance service every six months. This is undertaken by gaining written feedback from Service Users, families/ friends and departments of health care professionals. Any areas recommended for improvement will be assessed by the management team and new procedures put into place promptly to ensure Alastair house is maintaining a high quality care package. All individuals will be informed of the outcomes and the new procedures, they will be then asked to give written feedback on the satisfaction regarding the procedures implemented.

If any person wishes to make a formal complaint, a formal complaints form can be obtained from the Manager. Once completed, hand the forms to the management team or if preferred place in the complaints box, located in the hall at the side of the notice board. Every complaint will be dealt with promptly. The Home Manager will respond to in writing and invite complainant to a meeting within 28 days of receiving the written complaint.

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If complainants are not happy with the outcome, please contact the Service provider, Mr. Keshwalla (15 Foryd road, Kinnel Bay, Conwy, LL18 5BA, mrk@alastairhouse.com) stating would like to appeal, providing details of the complaint and the reasons for your dissatisfaction. Mr. Keshwalla will respond promptly. He will respond in writing and invite you for meeting within 28 days of receiving the written complaint.

If you feel unhappy or dissatisfied at anytime during this period or at anytime concerning the management of Alastair House please contact **Care Inspectorate Wales (CIW)** discuss your concerns.



0300 7900 126



ciw@gov.wales

Care Inspectorate Wales (CIW)

Welsh Government office

Sarn Mynach

Llandudno Junction

LL31 9RZ

Opening hours

Monday - Thursday: 09:00 - 17:00

Friday: 09:00 - 16:30

Saturday - Sunday: Closed

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ALASTAIR HOUSE AWARD

