



**The White House Care Home**

The White House  
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# Statement of Purpose

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RESIDENTIAL CARE HOME

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## 1. About the Service

The service offers 24-hour person-centred support to Service Users with disabilities in care. The aim of the service is to provide a safe and homely environment that promotes empowerment, independence and choice, whilst enhancing individuals' daily living skills, enabling opportunities to live as independent as possible.

### Aims and Objectives

- 🕒 To provide support that is tailored to each client's individual needs.
- 🕒 To empower clients to lead as independent a life as possible.
- 🕒 To provide services that is anti-discriminatory.
- 🕒 To provide a service that takes into account client's preferences, wished, personal circumstances and individual abilities.
- 🕒 To provide our clients with support of the highest quality within their own home environment.
- 🕒 To provide a safe and protected environment prioritising Service User safety at all times.
- 🕒 To provide a service that empowers Service User to have personal dignity.
- 🕒 To provide a home environment free from exploitation.
- 🕒 To provide a service that enables People to live a normal life within the community.







### How do we achieve these objectives?

- 🕒 By meeting the needs of every client through a consistent, planned approach that addresses in a holistic manner all the needs of the young person. This will be in accordance with the Health and Social Care Act 2008
- 🕒 By working to an individual plan of support that has been agreed with the client.
- 🕒 By working with clients to promote and, where possible, increase their independence.
- 🕒 By treating all clients with dignity and respect.
- 🕒 By encouraging clients to be involved in the development of the service.
- 🕒 By ensuring that support is provided by trained and competent staff.
- 🕒 By supporting clients to access all community services available to them.
- 🕒 By ensuring that suitable strategies are identified and implemented to help Service Users and their families to overcome any problems




## Service Facilities

The White House Care Home strives to ensure the house provide facilities to promote a homely environment for the Service Users, setting a platform for social engagement and productive stimulation.

-  The White House have a large lounge where the service users have the use of a television, DVD player and there is a varied selection of channels through Digital Channel, including film on Netflix.
-  The house has computers that have access to the Internet and the service Users are encouraged to make use of this to assist with their needs. Access to the Internet is supervised and its use is monitored with internet security as part of a system of checks to ensure it is used appropriately.
-  The Home Manager and other staff members use the office. Due to issues of ensuring confidentiality , Service Users do not have access to the office unless a member of staff is present.
-  The kitchen has all the mod cons including 1 cookers, fridge freezers in the Kitchen. There are table and chairs so the Service Users and staff share mealtimes and its associated conversations there together.
-  The House has plenty of storage facilities, which are used for household linen, toiletries and sports equipment, etc
-  Current legislation states' smoking is prohibited in public places Smoking is very much discouraged and the Service users that do smoke are asked to smoke away from the premises.

## Governance and Quality Assurance

In order to deliver a high quality service, monthly audits are carried out by the Manager and Operations team of the service. These audits include:

-  Client Files
-  Medication
-  Complaints
-  Client Meetings
-  Team Meetings
-  Staff supervision
-  The Physical Environment
-  Finance

Where possible, we involve clients in the decision making process that affects the service we provide them. Each service users has its own weekly and three monthly meeting where all the clients have an opportunity to make staff aware of their feelings, view points and ideas. Clients are supported to use external advocacy services.

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Team meetings for the staff team take place on a monthly basis, as do individual supervision sessions for each team member, giving staff the opportunity to voice their opinions and feedback to the Manager about the service being offered. The White House conducts annual appraisals for all staff and 6 monthly surveys of clients.

All clients and those involved in their support are made aware of the service's complaints policy, and are encouraged to offer feedback through individual reviews and family/significant others forums.

All staff undertakes regular training which includes a minimum of:

- 🕒 Safeguarding for Adults
- 🕒 Fire Awareness
- 🕒 Health & Safety
- 🕒 Dementia
- 🕒 Food Hygiene Awareness
- 🕒 COSHH
- 🕒 Infection Control
- 🕒 Behaviour Management
- 🕒 Working alone
- 🕒 First Aid
- 🕒 Ethnicity & Diversity
- 🕒 Medication Awareness

### **External Inspections by Purchasers of the Service (Local Authorities)**

The service is subject to inspection and review by purchasers of the service including individuals and Local Authorities. Staff and clients are to co-operate when such visits take place and appropriate information made available.

Clients may have access to their own files at any time.

### **Who are our clients?**

The White House caters for people with learning difficulties, Mental Health, Elderly Mentally ill and dementia.

Our Current Clients /Service Users age ranges from 36 years to 83 years of old

Our service is available to people via care managers from local authorities

### **The Referral Process**

The referral process begins with an enquiry, by telephone, email or letter.

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The service will then ask for a referral form to be completed giving brief information about the potential client and their support needs. This form can be completed by a professional from the multi-disciplinary team.

A review of this information is then undertaken to assess whether the service can potentially meet the needs of the individual being referred. If the service determines that they can meet the needs of the referred person, a full assessment will then be arranged with the potential clients and their care/support team.

### **The Assessment Process**

At the assessment, the following aspects of the service will be discussed with the potential client:

- 🕒 Current support needs
- 🕒 Identified areas of risk
- 🕒 What things are important to them as an individual
- 🕒 What they are seeking from the service
- 🕒 Proposed plan of support to be offered by the service

### **The Admission Process**

- 🕒 If the outcome of the assessment is that the service can meet the needs of the potential client, they will then be invited to visit the appropriate property. This will give them the opportunity to look around, meet other clients of the property and ask questions or seek clarification about anything they are unsure of.
- 🕒 If the potential client likes the service and there is an appropriate vacancy for them and funding for their placement has been approved, a transition plan is then agreed with the individual and others involved in their care/support. This can include both day and overnight visits to help the client settle in to their new environment. If there are no concerns from the client or the service during this period, an admission date to the service is then agreed.

### **Emergency Admission**

In the case of emergency admission requests, an initial assessment will be completed within 2 working days of the referral. If the service can offer a suitable support placement and funding is confirmed, The Service will inform the new client of all key aspects, procedures and routines of the property within two days of the admission. Prior to admission, a review plan will be agreed with the potential client and their care/support team and a contingency plan confirmed as to what actions will be taken if the placement becomes unsustainable. The new client will be formally reviewed in the sixth week of placement and a decision made on whether the support can be continued.

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## Accommodation

The White House recognises that every prospective client should have the opportunity to choose a home which suits their needs. To facilitate that choice we do the following:

- ④ Provide detailed information on the service by publishing a Client/Service User Guide.
- ④ Give each client a Client Agreement specifying the terms of the service and accommodation.
- ④ Ensure that every prospective client has their needs thoroughly assessed before a decision on admission is taken.
- ④ Demonstrate to every person about to be offered the service that we are confident that we can meet their needs as assessed.
- ④ Offer introductory visits to prospective clients and avoid unplanned admissions except in cases of emergency.

## Range of Support

The White House aims to help clients develop their skills, on an individual basis, that they may progress to greater independence, and further integrate into the local community.

The ways in which we support clients may include providing advice, supervising and facilitating with:

- ④ Correspondence related to benefits and their accommodation
  - ④ Budgeting, paying bills and saving
  - ④ Meal planning, shopping and cooking
  - ④ Domestic upkeep of their living space
  - ④ Maintaining the security and safety of the property
  - ④ Opportunities for employment and voluntary work
  - ④ Opportunities for education and leisure
  - ④ Registering with a GP and dentist of their choice, and maintaining links with appropriate healthcare services
  - ④ Taking any prescribed medication
  - ④ Responding to their changing support needs in liaison with other agencies involved in their support.
  - ④ Maintain/developing community links and relationships
  - ④ Where appropriate foster links with family members
  - ④ Care and support
  - ④ Transport to educational/day centres services where needed
  - ④ Transport to visit families
  - ④ Accessing Laundry facilities
  - ④ Participating and accessing Recreation facilities
  - ④ Service Users meetings
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- 🕒 Computer and Internet access to support learning
- 🕒 Use of telephone – in private or with staff available for support

This White House is normally equipped to cope with areas such as severe mental health problems, severe challenging behaviour and nursing care and personal hygiene care.

## **Core Values**

### **Choice**

The White House supports clients in having the opportunity to select from a range of options in all aspects of their living in the following ways:

- 🕒 Enabling clients to manage their own time and not be dictated to by set communal timetable and routines.
- 🕒 Respecting and treating all clients as individuals.
- 🕒 Retaining and treating all clients as individuals.
- 🕒 Retaining maximum flexibility in the routines of daily life at the properties.
- 🕒 Clients are encouraged to personalise their bedrooms.

### **Civil Rights**

The White House acknowledges that clients may need support to exercise their rights as citizens and access public services available to them. In order to support clients to maintain their place in society, the service assists clients in the following ways:

- 🕒 Where appropriate, making sure that clients exercise their right to vote in elections and to make themselves aware of the democratic process.
- 🕒 Making sure that clients have full and equal access to all parts of the NHS.
- 🕒 Supporting clients to claim all appropriate welfare benefits and access social services.
- 🕒 Supporting clients to access public services, such as libraries and education services.
- 🕒 Supporting clients to undertake voluntary work if they so wish and are able to do so.
- 🕒 Supporting clients to find appropriate employment.
- 🕒 Ensuring the service complies with The Human Rights Act 1998.

### **Confidentiality**

The White House ensures that information we hold about clients are kept confidential at all times in accordance with the Data Protection Act 1998. There are exceptions to this rule in extreme cases where personal data relating to a client's mental and /or physical health could be passed on without explicit consent if this is deemed necessary to protect the vital interests of the client and/or the safety of others.

### **Dignity and Respect**

We preserve respect for our clients' dignity in the following ways:

- 🕒 Treating each client as a valued individual
- 🕒 Supporting clients to present themselves to others as they wish through their personal appearance and social interactions.
- 🕒 Offering access to a range of activities that enable clients to express themselves as unique individuals.
- 🕒 Tackling any form of discrimination that clients might face.

### **Equal Opportunities**

The White House abides by equal opportunities legislation and company policy, and does not discriminate in any way on the basis of race, religions, gender, disability, sexual orientation, marital status or age in relation to staff and clients/service users.

A copy of White

House current Equality and Diversity Policy is available on request from the unit manager.

### **Independence**

The White House understands that clients come into our home from a variety of settings, and believes that it is important to encourage our clients to take advantage of the opportunities on offer to them in the community. This is done by:

- 🕒 Encouraging, enabling and empowering our clients to lead as much of an independent lifestyle as possible.
- 🕒 Supporting our clients in making decisions, choices and taking informed risks.
- 🕒 Encouraging and supporting our clients to maintain contact with their friends and family.

- 🕒 Encouraging clients to have access to, and contribute to records of their own support package, such as the review meetings reports.
- 🕒 Holding regular Service Users meetings so that all aspects of the day to day running of the properties are discussed with the clients.

### **Privacy**

The White House recognises that life in a communal setting and the need for clients to carry out certain personal tasks privately. We therefore aim to maintain as much of the individual's privacy as possible in the following ways:

- 🕒 Giving clients privacy in intimate situations and ensuring that all clients respect each other's privacy.
- 🕒 Supporting clients to personalise their private living space.
- 🕒 Offering a range of communal areas around the properties for clients to be alone or with selected others where appropriate.
- 🕒 Providing locks on bedroom doors, for which clients have their own key.
- 🕒 Ensuring that all staff adheres to the service's policy on entering client's bedrooms.

### **Security and Safety**

The White House provides an environment that is supportive and responds to the needs to safeguard clients in the following ways:

- 🕒 Supporting and advising clients when doing tasks that have risks attached to them such as food hygiene and storage.
- 🕒 Protecting clients, wherever practicable, from all forms of abuse and from all possible abusers.
- 🕒 Ensuring that clients and staff are aware of the procedures to make a complaint or raise a concern about any aspect of the service or the environment.
- 🕒 Ensuring that the atmosphere in our properties is open, positive and inclusive.
- 🕒 Ensuring that all visitors sign in and out of the building and restricting access to client's rooms without prior consent of the unit manager, for example for tasks such as routine maintenance.

## **2. Client Support**

### **How we assess Clients' needs**

A full assessment of needs is undertaken on each potential client referred to the service. This assessment covers the range of health and social needs set out in the Department of Health guidance for the assessment of needs.

This assessment is then reviewed and updated on admission.

During the first six weeks of placement, the client's assigned Key Worker will complete, with the client and those involved in their support, a detailed and coherent risk assessment and an individual support package based on their most current assessment of needs. All information is treated as confidential and discussed with the unit manager to ensure that the service can continue to manage the identified risks and meet the client's needs.

Within the 6th week of a new client's placement, the service will organise a review meeting to which the client, their support team, and others involved in their support will be invited to review the placement and discuss any issues that have arisen during the initial period, with a view to making any appropriate amendments to the proposed support plan.

### **Risk Assessment**

The White House recognises that risk taking is a vital and often enjoyable part of life and of social activity and that some clients will wish to take certain risks.

We therefore know it is impossible to provide a totally risk free environment. However we do, as far as practicable, ensure that clients are not subjected to any unnecessary hazards. If a client wished to be included and take part in an activity that involves risk, the service will ensure that the client has information available to them, in a format that they understand in order that they can make an informed decision about the risk, and carry out a thorough risk assessment with the individual.

Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.

Within the first six weeks of admission, each new client has a full risk assessment completed by their key worker. This risk assessment will then be updated at a minimum of every 4 weeks, if new risks are identified, or if there is a change in any of their existing risk factors.

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## **Support Plans/Care plans**

For each area of support identified for an individual client, a client support/care plan is produced by the key worker and client, setting out specific objectives in the identified area and how the client hopes to achieve these (using both internal and external resources). This support plan will incorporate the control measures identified through their risk management plan in any related risk areas. All support plans are reviewed during key worker 1:1 sessions, and updated as appropriate on a minimum basis 4 weekly, or more frequently if needs change.




Each client has a copy of their support plans and is encouraged to participate as fully as individually possible in the planning process. A client, or their representative can request a review at any time if they feel their support plan is not appropriate.

## **What can our Clients expect?**

The White House places the rights of the clients at the forefront, and seek to advance those rights in all aspects of the environment and the service provided. All clients are provided with an agreement that describes their rights and responsibilities to the service provider and the responsibility of the home to the client. The Client/Service User Guide describes what individuals can expect from The White House and what the service expects of the clients, including acceptable behaviour. This guide can be made available in accessible formats for all service users, as required.

## **Engagement in Local Community, Social Activities, Hobbies & Interests**

The White House ensures that all clients live their lives as fully as possible by doing the following:

-  Encouraging clients to continue to enjoy as wide a range of individual and group activities and interests as possible, both inside and outside the service, by continuing with existing hobbies, pursuits and relationships and to explore new experiences.
  -  Giving clients the opportunity, if they wish, to participate in group trips and activities organised by the service. (on some occasions there may be a contributory charge for trips and activities. Where this applies, details will be made clear to clients.)
  -  Recognising that food and drink is an important part of social life and ensuring that meals are pleasant and unhurried occasions also providing opportunities for social interaction. Individuals are encouraged to participate in community meals with fellow clients. Clients are encouraged and supported to complete an individual weekly meal planner. The service supports clients with special dietary requirements, as advised by a specialist and agreed in the individual's support plan.
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## **Within the Local Community**

The White House are ideally situated in quiet residential areas located near local amenities and they have good transport links. The White House also strives to assist in transporting young people where necessary either by use of its own transport, Public transport links are within close proximity for both train and bus connections.

The White House strives for the hosting boroughs to have a widespread and offer choices of:

- 🕒 Colleges,
- 🕒 Recreation Centres
- 🕒 Swimming Pool
- 🕒 Numerous elderly Clubs
- 🕒 Bowling
- 🕒 Snooker Clubs
- 🕒 Guides
- 🕒 Gateway club
- 🕒 Scouts
- 🕒 Sea/Army/Air Cadets
- 🕒 Rugby, Cricket, Football
- 🕒 Day centres
- 🕒 CMHT

## **Environment**

The physical environment of the house is designed for the client's convenience and comfort:

- 🕒 The buildings and grounds are maintained in a safe condition.
- 🕒 Toilet, washing and bathing facilities are suitable for all clients.
- 🕒 Any specialist equipment for individuals is identified and actioned.
- 🕒 Clients have safe, comfortable bedrooms with their own possessions around them.
- 🕒 The premises are kept clean, hygienic and free from unpleasant odours with systems in place to control the spread of infection.
- 🕒 Individual clients take responsibility for their own bedroom with the appropriate support.

## **Fire Precautions, Associated Emergency Procedures and Safe Working Practices.**

All clients are made aware of the action to be taken in the event of a fire or other emergency. The service conforms to all guidance on promoting and protecting the health, safety and welfare of the clients and staff.

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## **Fulfilment**

The White House supports clients to realise personal aspirations and abilities in all aspects of their lives by:

- 🕒 Listening to the clients when they want to tell us about their background, life experiences and characteristic.
- 🕒 Providing access to a range of leisure and recreational activities to suit the tastes and abilities of all clients.
- 🕒 Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every client.
- 🕒 Supporting our clients to safely maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish.

## **Relatives, Friends and Representatives**

All clients are encouraged and supported, if they wish to maintain contact with their families and friends, but can choose whom to see, when and where. If a client wishes to be represented in any dealings with the service by a nominated friend, relative, professional person or advocate, The White House will respect their wishes and facilitate this.

## **Religious Observations**

Clients who wish to practice their religion are given support to do so. The service will:

- 🕒 Make contact with any local place of worship on a client's behalf and arrange transport if required.
- 🕒 In the communal area of the properties, The Service will for example celebrate Christmas festival, however if a client wishes to celebrate another cultural festival such as Chinese New Year then other clients can choose to participate.
- 🕒 Strive to meet the needs of a particular client(s) of different faiths and religions. These will be discussed with the unit manager prior to admission.

## **Client Responsibilities**

### **Cleaning**

Service Users are encouraged to help with the cleaning of their own bedrooms/en suite bathrooms with appropriate support. Staff will undertake a weekly health and safety check with each client of their bedroom and any other private areas on a minimum of a weekly basis as agreed in their support plan.

For communal areas such as kitchens and shared bathrooms, the cleaning will be shared by all people in that property. A rota for these cleaning tasks is agreed with the clients via Service Users Meetings and 1:1 Key Work Sessions.

Additionally for Communal areas there is an option for chores to be done on a weekly basis by the Service Users, although this is at the managers discretion depending on Service users behaviour.

It is the client's responsibility (with appropriate staff input) to ensure that clients complete any task given to them. Clients are also responsible for washing and ironing items they need.

### **Cooking**

Clients are responsible, with appropriate staff support for their own shopping and cooking. Usually on a weekly basis, clients will decide what meals they would like for that week and produce a shopping list for this. Clients will then visit local shops to purchase the items they need.

### **House Rules**

To ensure the safety and comfort of all our clients, we have created and agreed with each client a set of house rules for each of the properties. Clients are responsible for complying with these rules.

### **Repairs**

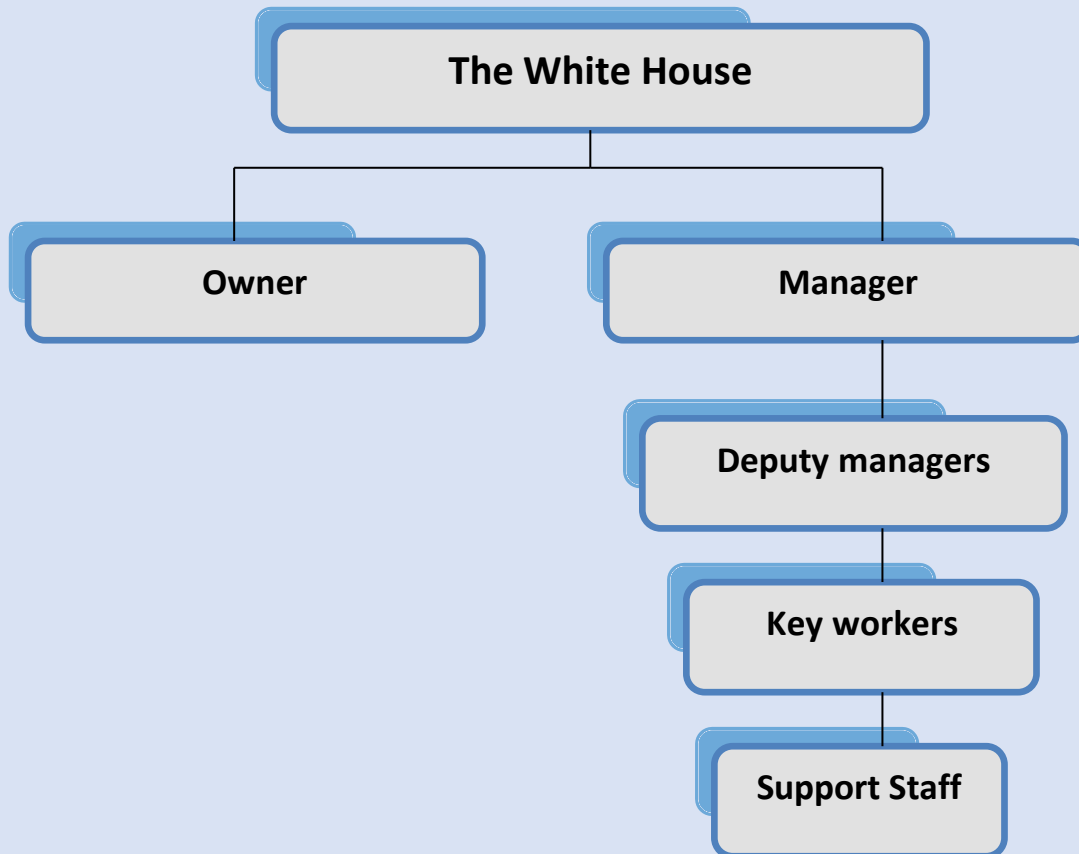
Clients/Service Users are made aware on admission that they should report any maintenance issues to the staff team as soon as possible. Staff will then follow the White House Maintenance Procedure. General wear and tear of communal areas is the responsibility of The White House. However clients are responsible for paying for any damages or breakages that they have caused. This is a condition of the tenancy/placement agreement.

### **Security**

Clients/ Service Users must take responsibility for the safety and security of themselves, their belongings, their home and other clients, ensuring that doors to their own rooms are secured when left unattended and the external doors to the property are properly secured when leaving or entering the property.



### 3. Service Structure



The White House Service complies with The Health & Social Care Act 2008 in relation to recruitment practice and aims to provide suitably qualified and competent staff in all of its operations. The service does not deliver personal care.

#### **Qualifications and Training**

All employees will undergo continuous mandatory and service specific training to ensure we continue to deliver a high quality service. All new employees receive full mandatory training via the Company's induction programme.

All support workers have achieved, or are working towards, an appropriate NVQ qualification.

Training needs are reviewed regularly during monthly supervision sessions, and annual appraisals reflect on both the individual learning goals and the needs of the service.

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In accordance with the Care Standards Act 2000 the Service User are looked after by staff that are trained and competent to meet their needs (standard 22). To assist staff development, team consistency and competency each member of staff receives regular supervision and is encouraged to access the Unit's Training Programme, In accordance with the Unit's policy Management is expected and supported to undertake further training at NVQ level 3 and 4 as commensurate to their post. Supervision takes place on a monthly basis and discussion centres on:

- 🕒 Roles and responsibilities (e.g. Key working)
- 🕒 Work performance against objectives
- 🕒 Relationships and performance of the team
- 🕒 Current service issues and new priorities
- 🕒 Time keeping, presentation, attitude at work
- 🕒 Any skill deficiencies / training needs
- 🕒 Action plans to smooth the way ahead.

In addition to this, staff meetings are held on a minimum of a monthly basis in order to help facilitate the maintenance and cohesion of the staff group as well as to exchange information and ideas.

## **4. Contractual & Personal Issues**

### **Client/Tenancy Agreements**

All of our clients are provided with either a Client or Tenancy Agreement which includes information such as:

- 🕒 Description of the premises
- 🕒 Breakdown of applicable charges
- 🕒 Obligations of the client
- 🕒 Obligations of the service provider

Information regarding the service, and client rights and expectations is provided to the client and those involved in their support by the Client/Service User Guide.

### **Confidentiality**

The service ensures that information held about clients is kept confidential at all times in accordance with the Data Protection Act 1998.

There are exceptions to this rule in extreme cases where personal data relating to a client's mental and/or physical health could be passed on without explicit consent if this is deemed necessary to protect the vital interests of the client and others. If this happens, the person will be informed of any discussions that have taken place and this will be recorded on their personal support file, which they may have access to at any time.

### **Policies and Procedures**

All aspects of running and managing our service are recorded in a comprehensive set of policy documents. These policies ensure that we meet the requirements of running a Supportive Living service and are reviewed regularly to ensure they are kept up to date. Copies of our Policy Manual are held at The White House Office

## **5. Views and Comments**

### **Consultation**

The White House would like everything we do in the home to be driven by the needs and preferences of the clients and not by what staff, management or other groups would desire. We also recognise how easily this focus can slip and remain vigilant to ensure that the facilities, resources, policies, activities and services of the house remain client led.

In particular clients are regularly consulted both individually and corporately about the way the service is run. Every month there is a House Meeting where clients are able to make staff aware of their feelings and viewpoints. All clients will be encouraged to take part in six monthly surveys where feedback regarding the service is sought, suggestions received and actions taken.

The White House objective is to make the process of running and managing the service as transparent as possible and to ensure that the service has an open, positive and inclusive atmosphere.

### **Gifts and Gratuities**

Our aim is to provide a high quality service and ensure that our clients receive the best possible support. There is no need for anyone to offer gifts, tips or gratuities to staff and none of these can be accepted. Further information can be found in the Gifts Policy.

### **Complaints and Compliments**

Despite everything we do to provide a safe environment, we know that clients and others involved in their support may become dissatisfied from time to time. To tackle such problems we do the following:

- 🕒 Provide a simple clear and accessible complaints procedure.
- 🕒 Take all necessary action to protect client's legal rights.
- 🕒 Welcome constructive feedback as part of its continual service improvement and service user consultation process.

- 📌 Conduct an evaluation process within every placement and a compliments record book to record positive comments received by anyone connected to our service.

The service is committed to achieving the stated aims and objectives and welcomes all comments of clients and their representatives using the following procedures:

### **Complaints Procedure**

This policy covers complaints about The Supported Living Service by Clients/Tenants of the service and others involved in their case. Staff wishing to make a complaint should refer to the Company's Grievance Policy and procedures.

The White House Complaints Procedure is explained to all Service Users on admission. A form is completed by a member of staff and signed by the Service User, agreeing that the procedure has been explained to them and that they understand it. All complaints are taken seriously and investigated.

If a complaint is made the Manager and appropriate Support Worker is informed and either or both will interview the young person. Sometimes a complaint can be resolved informally to everyone's satisfaction. However, if the young person wishes to pursue the matter further the social worker is informed, who will ensure that the parents are made aware of the substance of the young person's complaint. Staff will support young people, if appropriate, to follow through their complaint as part of their role as an advocate and all complaints are reported as a matter of course to the Complaints Officer.

Initially a complaint should be discussed with the support worker on duty (except in alleged abuse) and a complaints form filled in. The support worker should speak to the complainant and note the details of the complaint on a Complaints Form.

Complaints forms are available in each house and a copy can be obtained on request.

If the problem cannot be resolved and the complainant feels dissatisfied with the outcome this initial action or feels that the issue is of a serious nature then the Manager should be contacted in writing or verbally:

**The Manager  
The White House Care Home  
74 Reddown Road  
Coulson  
Surrey  
CR51AL**

All complaints will receive a written acknowledgement within two working days of receipt of the complaint.

Complaints received by the Manager will be investigated and a response given within 20 days.

Any member of staff involved in a complaint will be fully informed of any allegations at the outset and will be removed from duty without delay while the investigation is taking place.

Where an investigation is still in progress, a letter explaining the reason for the delay is sent to the complainant and a full response made within five days of a conclusion being reached.

If the complainant requires support or advice in making a complaint they are free to contact a solicitor or advocacy service. Information on local solicitors and advocacy are available from the support worker on duty.

All documentation regarding a complaint, received by the manager will be registered within the complaints file.

## 6. Contact Details

If you require further information about The White Care Home , or would like to make a referral, please contact:



### **The White House Care Home**

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