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Our Ethos

When residents or visitors think of Pendennis we want the first thing that comes into their minds to be 'home'.

All staff are aware that there is so much more to care than money, we are unique here, what we have cannot be taught or learned it comes from deep within our hearts.

As our staff go about their daily working lives they always remember that the residents we look after are people. They had and still do have lives, likes, and dislikes, dreams and fears.

They are at the centre of everything we do. Their happiness, safety, well-being and comfort is our top priority

We always put ourselves in their shoes, try to see things from their perspective. This is their home, we laugh together, we cry together and we are always there for each other and we are blessed to be working here and spend time with them in the autumn of their lives.

Your care

We are committed to providing the best quality of care for you. We will support you in making choices and decisions about how you want to live.

You have the right to expect:

- To be fully involved and make informed choices about your care
 - To be treated as an individual
 - To be listened to
 - To be treated with respect
- To be supported and cared for by staff who have received appropriate training for their role
 - To feel safe in the environment in which you live
 - To be supported if you wish to make a complaint
- That information about you will be kept confidential

Our home is registered with the Care Quality Commission – the independent regulator of health and social care services in England. Our home is regularly inspected by the Commission to check that we meet government standards of quality and safety.

Food & Drink

We pride ourselves on the quality and choice of food available at Pendennis Care Home. Menus change regularly and there are choices available at every meal. Our chefs use fresh fruit and vegetables whenever possible and are happy to cater for your special dietary requirements and preferences.

Breakfast starts at 7am, lunch at 12.00pm and tea at 5pm but should you prefer to eat at other times, please let us know and we will be happy to accommodate you.

Alternatively, should you wish to prepare yourself a snack please let a member of staff know.

Tea, coffee, fruit juice, water and snacks are always available – just ask a member of staff.

Activities & Entertainment

We offer a variety of activities for residents- details are displayed on the residents noticeboard.

Activities vary according to the time of the year and the wishes of residents. If you have a particular interest or hobby, please let a member of staff know and we will endeavour to make relevant activities available.

You don't have to participate in any activity unless you wish to. If you prefer to carry out your hobby or interest in your own room, we will do what we can to help arrange this.

Newspapers & Magazines

We have various magazines and newspaper delivered to the home which are kept in the communal areas for your enjoyment. Please let a member of staff know if there is a particular magazine or news paper you would like to see at the home.

Hairdresser

A hairdresser visits the home on a regular basis. We can arrange an appointment for you at our hairdressing salon if you wish or arrange for the hairdresser to visit you in your room if you would prefer.

Birthdays & Special Occasions

We respect your wishes on how and if you wish to celebrate your birthday and other special occasions.. We are always happy to bake a cake and help you arrange a celebration.

Keeping you informed

It is important to us that you are kept informed about matters that affect you.

There are notice boards by both entrances and in the dining area that we update regularly. Here you will find information regarding activities, entertainment, upcoming events and scheduled visits to the home such as the hairdresser and chiropodist. We hold 6 monthly meetings of residents/ relatives. News letters are sent to relatives and friends regularly.

Your opinion matters

We value your feedback, ideas and opinions here at Pendennis Residential Care Home. We will always listen and do everything we can to provide you with the best care possible. As well as being able to discuss matters with staff at all times, there is a suggestion box in the living room.

Spiritual guidance and beliefs

We respect your spiritual beliefs and we do all we can to support you. If you require spiritual help, guidance or would like to have communion we can arrange this for you.

Please ask a member of staff and they will always be happy to help.

Visitors to the home

Other than friends and family there are often other faces that you will see around Pendennis. Below is a list of people that often visit the home.

- GP's
 - District nurses
- Occupational therapists
 - Physio therapists
- Dietitians and nutritionists
 - Dentist
 - Hairdressers
- Hearing aid specialists
 - Solicitors
- Specialised nurses
 - Advocates

If you are unsure of who someone is at any time please ask a member of staff.

Sit with Sam

The homes manager Sam is always happy to discuss matters with you and is available to talk at any time whether you would like to make an appointment or have a more informal chat. Sam is always around the home so please let her know that you wish to talk and she will join you for a chat with tea and cake.