



Culliford House

RESIDENTIAL CARE HOME



*A friendly and caring residential home
in the heart of Dorchester*



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Welcome



Thank you for showing an interest in Culliford House Residential Home. Making the right choice when considering moving either yourself or a relative to a care home can be extremely difficult and confusing. To help you make an informed decision, we have carefully prepared this brochure.

Our highly motivated, professional and enthusiastic team are committed to provide a service that meets our Residents' unique individual care requirements. Their personal care will be tailored to suit and meet those needs and provide quality of life.

We invite you to visit us at Culliford House to have a look around the home and have the opportunity to speak to our staff and Residents. We would appreciate it if you could make an appointment to arrange a mutually convenient time to ensure that either myself, my deputy or one of my senior staff members are available to personally show you around the home and answer any questions that you may have.

In the meantime, should you wish to discuss any questions or concerns that may arise from this brochure, please do not hesitate to contact us at any time.

We look forward to welcoming you at Culliford House Residential in the near future.

Suzanne Jackson

Proprietor/Registered manager

MISSION STATEMENT

Our aim is to respond sensitively to the needs of each resident and their family. We are committed to providing the highest standards of residential and social care in a safe, comfortable and stimulating environment, where individuality is recognised and a person centred approach is adopted.

We encourage each individual to reach their full potential by promoting independence, freedom of choice and a good quality of life. In order to deliver and promote a high standard of care, we are committed to on-going staff training and professional development and maintain good staff retention. We want to ensure that Culliford House is an enjoyable place to live and to work.

OUR VISION

By putting quality first in everything we do for each person we support and for all our staff, we hope to be the service provider and employer of choice in the community we serve.

OUR MISSION

Is to focus on improving and developing:

- The care we provide.
- The homely environment we offer.
- The staff we employ.
- Our evidence-based practice.

OUR VALUES

To fulfil our vision and mission, we are guided by our core values of **Caring, Dignity and Respect, Learning and Reflection** and a **Commitment to Quality Care and Support** throughout all of our services:

Caring

- We put individual needs first.
- We actively listen and respond to the people we support.

Dignity and Respect

- We encourage staff to have a work-life balance.
- We support people to achieve their full potential.
- We seek out, appreciate and encourage potential in everyone.

Learning and Reflection

- We learn when things go wrong.
- We celebrate success and try to make life enjoyable for all.

Commitment to Quality and Support

- We strive to be honest, transparent, fair and ethical in everything we do.

AIMS AND OBJECTIVES



1. Individuals are given information about the home to enable them to make an informed choice about where they want to live and the opportunity to visit and assess the quality, facilities and suitability of the home prior to admission.
2. A homely, secure and relaxed atmosphere, providing opportunities for individuals to be actively involved in all aspects of their day to day care. Residents will be treated with dignity and respect at all times. Their right to privacy and freedom of choice will be respected at all times. Residents' health, personal and social care needs and abilities are set out in individual person-centred care plans. Individuals are actively involved in discussions relating to their individual care needs which are reviewed monthly. Individuals are actively encouraged and supported to reach their full level of ability and independence.
3. A full pre-assessment is undertaken by trained staff to ensure the home has the capacity to meet the needs of the individual and an individual person-centred care plan and other relevant documentation is prepared for them on entering the home. We aim to achieve this within 24 hours.
4. The home ensures that all new and existing staff have received training in promoting privacy, dignity and respect.
5. Individuals are actively encouraged to be involved in menu planning within the home and provision is made to cater for special diets and individual needs.
6. Where possible Residents are encouraged to self-medicate to maintain their independence. Medication is also administered by staff with relevant up-to-date training.
7. At Culliford House we have quality monitoring systems in place which ensure that our service operations are relevant and effective.
8. Individuals are given opportunities to discuss their needs and preferences in a variety of ways:
 - A confidential complaints procedure is available for Residents, family and representatives who are unhappy with any aspect of our service. We also give people the opportunity to raise concerns, which we always endeavour to rectify and welcome compliments.
 - A scheduled monthly Residents meeting is held where individuals are encouraged to give their comments and make suggestions on all aspects of their care.
 - With their key worker.
 - With the manager.
 - All Residents, family and representatives are encouraged to complete questionnaires relating to their care and time at Culliford House.
 - We also welcome suggestions and comments from Residents, family and representatives in order to improve our service.
9. At Culliford House we encourage our Residents to continue to participate in their own individual hobbies, interests, religious interests or pursue new ones. We have a varied activities programme designed by our activities co-ordinator, trained to promote hobbies, leisure and occupational interests which encourage mental and physical wellbeing, improve self-esteem and social interaction. We welcome visits from clergy of all denominations to be actively involved in Residents' spirituality within and outside the home.

STATEMENT OF PURPOSE

RESIDENTS' GUIDE

Registered Provider/manager/proprietor: **Mrs Suzanne Jayne Jackson**

Tel: **01305 266 054**

Mrs Suzanne Jackson is the registered provider and has managed Culliford House for over 30 years. Suzanne has gained a lot of experience and has covered several training courses, having achieved her NVQ Assessor d32/33 qualification and her *Registered Manager* award and care NVQ level 4. Mrs Marnie Moors deputy manager, is in the process of taking her registered managers award, Marnie already has her NVQ level 4 in care and in Leadership & Management.

Dorset Health Authority

Director of Primary Care

Victoria House

Princes Road

Ferndown

Dorset BH22 9JR

Tel: **01202 893 000**

Dorset Social Services

Acland Road

Dorchester

Dorset DT1 1SH

Tel: **01305 251 414**

Dorset Advocacy

Mike Pochia

Portfolio House

3 Princes Street

Dorchester

Dorset DT1 1TP

Tel: **01305 251 033**

Citizens Advice Bureau

1 Acland Road

Dorchester

Dorset

Tel: **01305 262 220**

The home provides care for both male and female Residents from the age of 65 years upwards. We cater for social services levels 1, 2 and 3.

The first four weeks of a resident's stay is considered a trial period, this is so that we can be sure to meet the resident's needs and ensure that he/she is happy living with us; notice of leaving will be one week on either side. Thereafter if the resident leaves the home permanently, for any reason, four week's notice, or payment of fees in lieu will be required. We do not provide full nursing care, but work with district nurses to accommodate the nursing needs of existing Residents as far as possible.

We do admit Residents with severe pre-existing medical conditions such as dementia. Emergency admissions are accepted.

The resident's health, personal and social care needs are set out in an individual care plan prepared for them on entering the home with the help of the pre-admission assessment form, which is then reviewed on a monthly basis with staff and the resident, unless there is an immediate change required.

Residents can access their records and information held about their care at any time by making a request to the manager or deputy manager.



All Residents are encouraged to engage in social activities, hobbies and leisure interests as far as is practical both within and outside the home. We have a library service and in-house activities such as bingo, quiz nights and special seasonal entertainments.

We are happy for Residents to attend services of all religions and hold regular C of E communion services within the home for those who wish to take part.

We regularly consult with all Residents on a one-to-one basis regarding all aspects of the operation of the home and record all outcomes and opinions.

Visitors are welcome at any time and may be invited to lunch or tea at no extra charge.

PRIVACY AND DIGNITY

Residents in our care expect to enjoy the same standards of privacy that we all generally expect to enjoy. Being alone and free from intrusion or disturbance are basic human rights and are reflected in our care practices and attitudes.

Consultations with those in our care by the following professionals and others will always be strictly in private unless specifically requested otherwise:

- Health.
- Social Care.
- Law.
- Finance.

Staff are instructed to always knock on Residents' room, bathroom and toilet doors before entering or being invited to enter.

Residents may have the private use of the telephone whenever they want by requesting this from a member of staff. Alternatively, privately funded telephone lines may be installed in Residents' rooms.

The purpose of our care is to uphold the dignity of every resident. We are careful to avoid situations that may lead to impairment of self-esteem and self-worth. Where such situations arise, we will deal with them sensitively. Practices that contribute positively to a person's dignity are encouraged.

COMPLAINTS PROCEDURE

Residents, their relatives and friends can be confident that their complaints will be listened to, taken seriously and acted upon.

In the event of any complaint or concern, the person to discuss it with in the first instance is:

Mrs Marnie Moors (Deputy manager)

This person is responsible for acknowledging your complaint within 24 hours and responding to it within 28 days.

To provide peace of mind that a complaint is recognised, a written record of it will be kept that may be inspected. A record will also be kept of what has been done to satisfy the matter.

In the event that a complaint may not be satisfied, it may be taken to a more senior person. This is:

Mrs Suzanne Jackson (Proprietor)

This person is responsible for acknowledging your complaint within 24 hours and responding to it within 28 days.

If this procedure does not result in a satisfactory outcome, the matter should be raised with the appropriate registration authority, details of which are shown below:

Care Quality Commission or

Local Government Ombudsman or

Social services

Complaints procedure

Complaints manager

Adult and community services

Dorset county council

County hall

Dorchester DT1 1XJ

SAFEGUARDING VULNERABLE ADULTS

Keeping you safe and free from harm is our main priority. The Home recognises that some elderly people are vulnerable and makes every effort to prevent abuse occurring. Staff have stringent checks before employment including police checks via the Disclosure and Barring Service which includes the Protection of Vulnerable Adults register, prior to employment.



We have stringent policies within the home which are compliant with local policy and procedures. All staff are aware of their responsibilities in relation to recognising and reporting any incident or event, which could be classed as abuse that causes or has the potential to cause harm. The staff are made aware during their induction that abuse may take many forms and include the following: Physical, Sexual, Psychological, Financial, Neglect, Discriminatory, Institutional. The training is continued throughout our staff's employment.

The home is a safe and protected environment in which you will be cared for. If you do have any concerns you or your family should speak to **Suzanne Jackson** (Proprietor/registered manager).

You should contact the local authority if you are concerned about a vulnerable adult:

Dorset Adult Access Team on 01305 221 016 or alternatively if you can't get through to your council, you can call **CQC – Care Quality Commission on 03000 616 161** or you can email at **enquiries@cqc.org.uk**

PETS POLICY

Management and staff have a very positive attitude towards pets at Culliford House. This policy is a general guide to staff, Residents and visitors to Culliford House regarding the bringing of pets into the Home.

- Visitors are most welcome to bring pets to visit a Resident at the Home as we are aware that there are therapeutic advantages.
- The person in charge at the time is to be informed if a visitor arrives with a pet, and that person will decide whether it is appropriate to allow the pet into the Home.
- Reptiles will not be permitted into the Home.
- To ensure the safety of the Residents, pets must be strictly supervised at all times.
- In the event that any Resident has a fear of a particular pet, their feelings will be taken into consideration and the appropriate action taken to ensure that they do not have to come into contact with the pet.
- All pets brought into the Home will be treated with the utmost respect.

VOTING

Please inform **Marnie Moors**, Deputy manager if you wish to be entered onto the electoral roll. Once you have become a permanent resident Marnie will establish if you wish to vote in person or by post.

GOLD STANDARDS FRAMEWORK

We have been accredited since 2014 and achieved Platinum status for the second time in 2020.

Our ethos is to encourage all our Residents to live their lives well, for our team to respect Residents' choices of where their end of life should be.

We endeavour to maintain strong links with our community professionals, to support and provide the best end of life care we possibly can for everyone – we do not get a second chance!

At the end stages of life is when our colour coding system comes to the fore, as we can identify and plan with our GPs and District Nurses the care and support Residents might need at that time.

We are now supported by our local Frailty Team who come in weekly to see those Residents who we may be concerned about. This support is excellent for continuity of care as they get to know each resident and can pick up earlier signs of decline. As they are Nurse Practitioners who are able to prescribe medication as and when required.

Our focus continues to put our Residents at the heart of everything we do.

YOUR MONEY AND VALUABLES

For added security and convenience we recommend you keep your valuables and a pre-agreed amount of cash – which can be used for paying for services such as chiropody, hairdressing, etc. – in the safe in the main office.

If you wish we'll manage this money on your behalf – all you have to do is let us know if you need to pay for something. We will also keep an up-to-date statement of your account.

DATA PROTECTION POLICY STATEMENT

Culliford House takes your privacy seriously. Culliford House believes that all records required for the protection of its Residents and for the effective and efficient running of the service should be collected, maintained and kept according to the GDPR – General Data Protection Regulations.



Culliford House adheres fully to Outcome 21: Records in the Care Quality Commission Guidance about compliance, Essential Standards of Quality and Safety, which relates to the extent to which the rights and best interests to Residents are safeguarded by the service keeping accurate and up-to-date records.

Culliford House is required to be registered under the GDPR and all storage and processing of personal data held in manual and on computer in the service must comply with the GDPR.

Culliford House understands that, according to the GDPR, personal data should:

- Be obtained lawfully and fairly.
- Be held for specified and lawful purposes.
- Be processed in accordance with the persons' rights under the Data Protection Act.
- Be adequate, relevant and not excessive in relation to that purpose.
- Be kept accurate and up-to-date.
- Not to be kept for longer than necessary for its given purpose.
- Be subject to appropriate safeguards against unauthorised use, loss or damage.

EMAIL MAILING LIST AND MARKETING MESSAGES

We operate an email mailing list programme, used to inform subscribers about our services and news we supply/publish. Users can subscribe through an online automated process where they have given explicit permission.

Subscribers' personal details are collected, processed, managed and stored in accordance with the regulations referenced above.

Subscribers can unsubscribe at any time as detailed in the footer of the sent message or unsubscribe from all Mailchimp lists.

SOCIAL MEDIA USE

We adopt a social media policy to ensure Culliford House and its staff conduct themselves accordingly online. While we may have official profiles on social media platforms, users are advised to verify the authenticity of such profiles before engaging with, or sharing information with such profiles. We never ask for passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

MENU SAMPLE

All special dietary requirements must be made known to the cook, who will be happy to assist. There are alternatives if required.

	DINNER	TEAS
MONDAY	Sausages in onion and tomato gravy with creamed pots, peas and sweetcorn or french country chicken. Fruit flan with cream.	Quiche, salad, bread and butter, assorted jams and cakes. Fresh fruit.
TUESDAY	Breaded haddock, chips and peas. Pineapple upside-down pudding with custard.	Hash browns, fried egg, bread and butter. Assorted jams and cakes. Fresh fruit.
WEDNESDAY	Steak and kidney pie, new pots, broad beans, country mixed veg. Apple cake with cream.	Pâté on toast, salad. Bread and butter. Assorted jams and cakes. Fresh fruit.
THURSDAY	Roast chicken, sage and onion stuffing, roast pots, broccoli, carrots and leeks. Crème brûlée.	Salmon and cucumber sandwiches. Bread and butter, assorted jams and cakes. Fresh fruit.
FRIDAY	Salad, cold meats and pickles, new pots. Fruit compote with custard.	Mushrooms, bacon and egg with toast. Bread and butter, assorted jams and cakes. Fresh fruit.
SATURDAY	Lamb stew and herb dumplings, boiled pots. Homemade rice pudding with jam.	Cheese ploughmans. Bread and butter, assorted jams and cakes. Fresh fruit.
SUNDAY	Roast beef, roast pots, cabbage, swede and carrot, cauliflower, gravy. Ice cream and wafers.	Prawn cocktail. Bread and butter, assorted jams and cake. Fresh fruit.

MEALTIMES

Breakfast	8.00am–9.00am
Lunch	12.30–1.15pm
Tea	5.00pm–5.30pm

FAMILY AND VISITORS QUESTIONNAIRE

We like to hear your opinions about the services and care that we provide to our Residents. Your comments are vital in helping us to monitor and improve our standards.



Your name: _____

Date of visit: _____

Resident visited: _____

In your opinion, what are we doing well?

What suggestions do you have to ensure that Culliford House continues to provide excellent services and care?

Please return this form to the office at:

Culliford House

Icen Way

Dorchester

Dorset DT1 1ET

Should you wish to make a formal complaint, please contact:

Care Quality Commission

Southwest Region

Citygate, Gallowgate

Newcastle upon Tyne NE1 4PA

Tel: **03000 616 161**

Fax: **03000 616 171**

Email: **enquiries@cqc.org.uk**

MEET THE TEAM



Proprietor/Registered manager: *Suzanne Jayne Jackson*

Suzanne was born and lived in Dorchester most of her life. Her parents purchased a property in Prince of Wales Road which they converted into Montrose Residential Home. Suzanne used to help her parents by preparing breakfast for the Residents before going to school and would help around the home in the evening.

At the age of 18 Suzanne decided she wanted to specialise in elderly care and worked full time for her parents. In 1984 they had moved to a larger property where Suzanne assumed control of the day to day running of the home. Suzanne is married and has a daughter.



Deputy manager: *Marnie Moors*

Marnie has worked in care for over 20 years. In 2007 Marnie joined Culliford House as Head of Care, a year later was promoted to Deputy manager.

Marnie has gained her NVQ Level 2, 3 and 4 in care and her Level 4 in Management and leadership.



Quality manager: *Jeanette A'Court*

Jeanette has worked in the Health and Social care setting for over 26 years. She has gained experience from working in a variety of settings such as mental health and rehabilitation. Jeanette joined Culliford House in 2007 and has worked as an Activity Co-ordinator for 7 years.

She has embraced her role as Quality manager with enthusiasm co-ordinating the activities required to meet quality standards with in the home. Jeanette has also gained Level 3 Award in Awareness of the Mental Capacity Act and is the homes Lead.

Jeanette is currently working towards her Level 5 Diploma in Health and Social care Management.



Head of Care Evening and Nights: *Julie Tombs*

Julie started to work at Culliford House in 2000. Julie is the Co-ordinator for the GSFW Care home programme and aiming to achieve the Accredited Gold Standard award for End of Life Care.

Julie is passionate about her work and wants to ensure the quality of life is improved for all Residents at Culliford House.



Supervisor: *Anne Moors*

Anne has worked in the care sector for over 30 years. In 2017 Anne returned to Culliford House as Supervisor. Anne has gained her NVQ Level 2, 3 and 4 in care and her Level 4 in Management & leadership.



Care Manager: *Jemma Carnota-Turner*

Jemma has worked in the care sector since 2001. She has gained her advanced GNVQ Level 3 in health and social care and Level 5 Management and Leadership in health and social care. Jemma has also achieved her

Level 2 in Dementia. Jemma joined the team in 2011 as a senior carer and is now Care Manager and Medication lead.

Jemma has gained a Level 2 Award in Team Leading Diploma. Jemma is married, has 3 children, and lives in Dorchester.



Head of Care: *Kelly Cornell*

Kelly joined the team in 2008 and has gained her NVQ level 2 and 3 qualifications in health and social care. Kelly has recently been promoted to Head of Care. She has embraced her new role and strives to ensure individuals reach their full potential and live well.

Kelly enjoys spending time with her family and going out for walks.



Head of Care: *Debbie Johnson*

Debbie has worked in the care sectors since the age of 21 and gained an NVQ Level 3 in Health and Social Care and assessors' qualifications D31/32 and A1. Debbie joined the team in February 2022 as a Head of Care and she loves a challenge.

Debbie enjoys walking, crafts, and meeting up with Friends and Family.



Living Well Co-ordinator: *Janet Legg*

"I joined the team in January 2020. My mum was a resident at Culliford House for about 18 months and during my visits, I saw the great care and the potential for me in contributing my skills to work with the team supporting the activity provision. Sadly, my mum died and I soon took on a volunteering role."

Janet's background is in childcare, family support and working in children centres. All her working life has been spent working in this field and Janet feels having the necessary transferable skills to bring to this role.



Head cook: *Annie Lavis*

Annie began her catering career at the age of 26 working in Residential care. Annie has worked at Culliford House since 1991 and has gained her NVQ Level 2 in food and intermediate Food and Hygiene.

WHO'S WHO

All staff wear badges to identify who they are and what they do. Although our staff do not wear uniforms there is a dress code to identify their role within the home. They are as follows:

Head of Care	Teal tunic
Care Assistant	Aqua polo top
House Keeping	Aqua/white stripe dress
Cook	Aqua/white stripe dress and tabard
Activity co-ordinators	Burgundy polo top

CARE PLANS

Your care plan can be made available to you at any time and to your relatives with your agreement. We will work closely with you and your family to create a personalised care plan which is reviewed on a regular basis.

COMMUNICATION

We encourage you to maintain contact with your friends and family and have an open visiting policy.

Culliford House also has a call bell system which is accessible to you by your bed, chair, bathrooms, en-suite toilets and in all communal areas. Do not be afraid to call for assistance – particularly at night – you will be shown how to use the call bell on the day you move in.

There are telephone points in all bedrooms and phone lines can be connected by arrangement with BT who will allocate a personal number to your room and bill you in the same way as a private dwelling. Residents are welcome to use the homes phone to make calls. Local charges may apply.

The home's email address is: **info@cullifordhouse.co.uk** and our manager is happy to forward messages, photographs etc. to you. If you wish to bring your own computer, we will assist you with setting it up.

Outgoing post can be given to any member of staff and is posted on a daily basis. Incoming mail will be delivered to you in your room.

Residents' meetings are held in the lounge, and a member of the senior management team attends. Any issues of concern relating to the home can be raised at the meeting but there is a suggestion box, which is emptied weekly, situated in the main hallway for your comments at any time.

Relatives' meetings are held every three months and are attended by a member of the senior management team.

FOOD AND DRINK

At Culliford House we recognise that mealtimes are a very important part of the day.

Although we have set mealtimes in our dining room, you can choose a time and where to eat if arranged with the cook.

There is a varied menu choice daily and special diets are catered for. Hot and cold drinks are available throughout the day and night on request.

Family and friends are invited to enjoy a meal with you and if there is a birthday or other special occasion you'd like to celebrate with them, please let your key worker know in advance so that we can arrange party menus and celebration cakes, etc.

The cook is available between 8.00am and 6.00pm daily if you wish to speak about any dietary requirements.



MEALTIMES

Breakfast	8.00am–9.00am
Lunch	12.30–1.15pm
Tea	5.00pm–5.30pm

Please note we have a protected mealtime policy in place.

YOUR SAFETY

FIRE

Culliford house has a modern fire alarm system fitted. Fire exit notices and fire emergency notices are displayed at strategic points throughout the home.

Regular checks are carried out by our fire safety contractor and records are kept of all checks as part of the proprietor's/managers' responsibilities.

All staff are instructed during their induction training in fire safety and also receive annual fire training updates.

**Alarms and fire systems are tested every Monday morning at 9.30am.
You will hear the alarms ringing and doors will close automatically.**

If the fire alarm sounds, remain where you are, staff will gather at an assembly point where they will be given instructions and keep you informed.

It is important that all Residents sign out when going out of the home and sign back in on your return. All visitors must also sign in on arriving and leaving the home.

This is a requirement of the Health and Safety legislation in order to prevent putting someone at risk who could be looking for a visitor or relative who is not in the building.

SMOKING

At Culliford House we have a No Smoking Policy. However we do appreciate that some of you enjoy smoking. Any resident choosing to smoke will have to do so in a designated area outside the home and may be supervised by a member of staff.

MEANINGFUL OCCUPATION

Culliford House recognises the huge benefit that meaningful occupation brings to the Residents in our care. We encourage our Residents to continue to participate in their own individual hobbies, interests, religious interests or pursue new ones.

We recognise that group activities promote friendships, promote general well-being and improve quality of life.

Physical activities are essential for maintaining everyday skills, which most people take for granted, such as eye-hand co-ordination, making them feel important mobility, which is essential in promoting independence.

Therapeutic and meaningful activities on a one-to-one basis are excellent for lifting Residents' self-esteem and are provided for those unable to attend or who do not wish to take part in the main activity.

Our Living Well co-ordinators plan a varied weekly programme of meaningful activities which includes trips out, exercise, discussion groups and virtual contact with school children, arts, choir and quizzes. We organise special events such as a wine and wisdom evenings, celebrate national events, fundraising and make birthday celebrations memorable. We soon hope to welcome back events and entertainers to the home on a regular basis.

We hope you will take full advantage of these fun experiences, all you have to do is let your carer know what interests you, and your family is welcome to join in too.

OTHER SERVICES

HAIRDRESSER

Our in-house hairdresser visits our salon every Tuesday situated on the first floor. Please inform staff if you wish to have an appointment for that day.

CHIROPODIST

Our chiropodist Julie Ching visits our home every 6 weeks. If you wish to see Julie, please let a member of staff or your key worker know to arrange your appointment.

SPA TREATMENTS

Every Wednesday we provide free spa treatments. Currently on offer are foot soak, with massage, hand massage and nail file and polish. We hope that providing these treatments helps Residents to feel well cared for and special, and helps them to gain confidence in themselves to live their life to the fullest. Treatments are given in the 'treatment salon' or within the Residents' private rooms. In the treatment salon Residents can chat amongst themselves, which also helps to build and secure friendships within the care setting.

GARDENER

Our gardener is Gareth who visits every 2 weeks to maintain and tend our garden area.

MAINTENANCE

If you have a problem or wish to report a fault please inform a member of staff who will log your concern in the maintenance book, following which an appropriate local tradesman will be engaged to rectify the problem.

HEALTH CARE PROFESSIONALS

We also have other visiting professionals to the home such as opticians, occupational therapists and physiotherapists. We can advise you on how to access these services during your stay.

MEDICATION AND PRESCRIPTIONS

Medication for all existing and future medical conditions will be prescribed by your GP and administered by our qualified care team. Our staff will keep a close eye on your day-to-day health needs and respond accordingly. If you feel unwell, please don't suffer in silence, tell someone and they'll do whatever they can to help you feel better.



REGISTERING WITH THE GP

If you are new to the area and would like to register with a GP, choose the GP surgery you would like to register with from the list below. Our staff will be happy to register you with the GP of your choice.

Here are details of the GP surgeries within the local area.

Fordington Practice

91-93 High Street Fordington
Dorchester
Dorset DT1 1LD

Atrium Health Centre

7 Weymouth Avenue
Dorchester
Dorset DT1 1QR

Queens Avenue Surgery

14 Queens Avenue
Dorchester
Dorset DT1 2EN

Prince of Wales Surgery

2 Frederick Treves House Street
St Johns Way
Dorchester
Dorset DT1 2FD

Cornwall Road Medical Practice

3 Frederick Treves House Street
St Johns Way
Dorchester
Dorset DT1 2FD

GP VISITS

If you would like to see your GP, please let us know and we will be happy to arrange a visit.



 *Culliford House*

Culliford House, Icen Way, Dorchester Dorset DT1 1ET

Tel: **01305 266 054** · Email: **info@cullifordhouse.co.uk** · Web: **cullifordhouse.co.uk**