



Culliford House

RESIDENTIAL CARE HOME



Welcome Pack



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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 the enclosed information pack.

Our highly motivated, professional and enthusiastic management 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 the enclosed information pack, please do not hesitate to contact us at any time.

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

Suzanne Jackson

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 & Social care in a safe, comfortable and stimulating environment, where individuality is recognised and ensuring a person centred approach is adopted



We encourage each individual to reach their full potential by promoting independence, freedom of choice and enjoying a good quality of life. In order to deliver and promote a high standard of care, we as a home are committed to on-going staff training and professional development and maintain good staff retention. We want to ensure 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 quality of care, support and hospitality we provide.
- Recognising individuality and ensuring a person-centred approach is adopted.
- Our staff, through training and mentoring.
- Our environment to be warm and homely.
- Our evidence-based practice and commitment to continuous improvement.
- At Culliford we want to ensure Culliford House is an enjoyable place to live and to work.

OUR VALUES

- To fulfil our vision and mission, we are guided by our core values of integrity, trust, kindness, dignity, compassion and respect throughout all of our services, hence.
- We put people and their individual needs first.
- We actively listen and respond to the people we support.
- We support people to achieve their aspirations.
- We seek out, appreciate and encourage the potential in everyone.
- We strive to be honest, transparent, fair and ethical in everything we do.
- We learn when things go wrong.
- We encourage staff to have a work life balance.
- We celebrate success and try to make life enjoyable for all.

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. Resident's 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 within 24 hours.
4. The home promotes a culture of ensuring 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 flexibility for individual needs
6. Where possible people 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.

We have regular meetings with family and friends in order to involve them in the service and offer support.

9. At Culliford House we encourage our residents to continue to participate in their own individual hobbies, interests, religious interests or pursue new one. We have a varied activities programme designed by or 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 actively be involved in residents' spirituality within and outside the home.

STATEMENT OF PURPOSE

SERVICE USERS GUIDE

Registered Provider: Mrs Rita Florence Moors
Address: 41 Herringston Road
Dorchester
Dorset DT1 2BT
Telephone: 01305 251703



Registered Manager: Mrs Suzanne Jayne Jackson
Address: 41 Herringston Road
Dorchester
Dorset DT1 2BT
Telephone: 01305 251703

Mrs Rita Moors has been a registered provider in residential homes for over 30 years. Her daughter, Mrs Suzanne Jackson, is the registered manager and has been at Culliford House for 30 years. Suzanne has gained a lot of experience and has covered several training courses, having achieved her NVQ assessors d32/33 qualification and her registered managers 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 and Management

Dorset Health Authority
Director of Primary Care
Victoria House
Princes Road
Ferndown
Dorset Bh22 9Jr
Tel: (01202) 893000
Fax: (01202) 861125

Dorset Social Services
Acland Road
Dorchester
Dorset DT1 1SH
Tel: (01305) 251414

Dorset Advocacy
Mike Pochia
Portfolio House
3 Princes Street
Dorchester
Dorset DT1 1Tp
Tel: (01305) 251033

Citizens Advice Bureau
1 Acland Road
Dorchester
Dorset
Tel: (01305) 262220

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 weeks notice, or payment of fees in lieu will be required.



We do not provide full nursing care, but work together 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. No emergency admissions are accepted. Admission criteria will be dealt with within 5 working days as follows: -

- Each service user is provided with a statement of terms and conditions.
- A full assessment is undertaken by trained people, to which all relevant connected persons have been party.
- The registered person demonstrates the home's capacity to meet all needs of the service user.

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.

Service users 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, 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 resident's 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 resident's 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 complaints or concerns, the person to discuss it with in the first instance is:



Mrs Suzanne Jackson (manager)

or

Mrs Marnie Moors (deputy manager)

or

Care Quality Commission

or

Local Government Ombudsman

or

Social services

Complaints procedure

Complaints manager

Adult & community services

Dorset county council

County hall

Dorchester DT1 1XJ

These persons are 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 Rita Moors (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 earlier.

SAFEGUARDING VULNERABLE ADULTS

Keeping you safe and free from harm is our main priority. The Home recognises that some elderly people are vulnerable and make every effort to prevent abuse occurring. Staff have stringent checks before employment including police checks via the Disclosure and Barring Service which included 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, the Registered Manager**.

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

Dorset Adult Access Team on 01305 221016

or alternatively contact the If you can't get through to your council, you can call **CQC – Care Quality Commission on 03000 616161** 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 role. Once you have become a permanent resident Marnie will establish if you wish to vote in person or by post.

GOLD STANDARDS FRAMEWORK PLATINUM AWARD

We are a Gold Standards Framework accredited home achieving commended status in March 2017.

The GSF is a nationally recognised framework which works to provide our residents with the best possible care within our care home environment. It is about helping our residents to live well for the rest of their lives. Assisting them to achieve the choices they want in their everyday care. We support our residents in achieving their wishes which are documented on their Advance Care Plan.

We document their preferred place of care. If this should be at Culliford House and they become less well or approaching end of life we do our utmost to avoid inappropriate admissions to hospital, should treatment be necessary then we strive for a swift discharge back to Culliford House where they can be cared for in their home with the staff they have built a rapport with.

Culliford House has demonstrated an ongoing commitment to meeting the wishes of its residents in the final months of their lives through better planned, more coordinated and compassionate care.



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 – and 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. Please read carefully our privacy statement here. 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 Data Protection Act 1998 (DPA 1998).



Culliford house adheres fully to outcome 21: Records of 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 DPA 1998 and all storage and processing of personal data held in manual and on computer in the service must comply with the Act.

Culliford Hose understands that, according to the Data Protection Act 1998. 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 & 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 named in the policy above.

Subscribers can unsubscribe at any time detailed in the footer of 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 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 & sweetcorn or french country chicken. Fruit flan with cream.	Quiche, salad, bread & butter, assorted jams and cakes. Fresh fruit.
TUESDAY	Breaded haddock, chips and peas. Pineapple upside-down pudding with custard.	Hash browns, fried egg, bread & butter. Assorted jams and cakes. Fresh fruit.
WEDNESDAY	Steak & kidney pie, new pots, broad beans, country mixed veg. Apple cake with cream.	Pate on toast, salad, Bread & butter. Assorted jams and cakes. Fresh fruit.
THURSDAY	Roast chicken, sage & onion stuffing, roast pots, broccoli, carrots & leeks. Crème brulée.	Salmon & cucumber sandwiches. Bread & 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 & 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 & 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 616161**

Fax: **03000 616171**

Email: enquiries@cqc.org.uk

MEET THE TEAM



Proprietor: *Rita Florence Moors*

The Proprietor, Rita Florence Moors was born in 1933, worked as a secretary for Tilley's and Thurman's of Dorchester before owning the shop and Post Office at Fordington for 22 years. Rita has three sons and a daughter, Suzanne – who runs now Culliford House.

Before owning Culliford House, Rita and her late husband Reginald also owned Montrose Residential Home in Prince of Wales Rd. Rita opened Culliford House in 1984. She lives in Herringston Rd with Suzanne, Suzanne's husband and daughter.



Registered Manager: *Suzanne 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, which was the start of Culliford House. Suzanne has continued to work and develop the home and assumed control in 1993 when her mother stepped back from the day to day running. Suzanne is married and has a daughter.

Suzanne hopes the business will continue in the family for generations to come.



Deputy Manager: *Marnie Moors*

Marnie has worked in care for over 20yrs. 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.

In her spare time Marnie enjoys reading, gardening and DIY, Pilates, cycling and keep fit. Marnie is Suzanne's sister-in-law and has two grown up children.



Quality Manager: *Jeanette A'Court*

Jeanette has worked in the Health and Social care setting for over 26yrs. 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 new 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 married and has three children. She lives in Wiltshire and in her spare time enjoys craft and making preserves.

MEET THE TEAM



Head of Care Evening & 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.

In her spare time Julie enjoys making teddy bears, socialising and walking.



Head of Care: *Jemma Carnota-Turner*

Jemma has worked in care since 2001. She has gained her advanced GNVQ Level 3 in health and social care and also achieved her Level 2 in Dementia. Jemma joined the team in 2011 as a senior carer and is now Head of Care and Medication lead. Jemma is very passionate about her work and strives to make a difference by maximising people's strengths and promoting a sense of well-being.

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



Supervisor: *Anne Moors*

Anne has worked in care for over 30yrs. 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 and leadership.

In her spare time Anne enjoys reading, keeping up with current affairs and walking. Anne lives in Dorchester has four grown up children and four great grandchildren.



Activities Co-ordinator: *Anthony Clements*

Anthony has recently moved to Dorchester having lived and worked in London for almost 20 years. Most of this time was spent working as Event Manager at the Royal Albert Hall.

Previous to his work in the entertainment industry his work centred around care working in community care homes for adults with learning disabilities, running a play scheme for children with learning disabilities and driving a community care bus.

He is hoping with this new role he can bring together his experience in both of these fields to offer all of the residents a varied programme and the support to fulfill all of their interests and maybe find other things they may be interested in.

He is married and has two young boys. He enjoys going to the theatre and watching live bands.

MEET THE TEAM



Supervisor: *Donna Walton*

Donna has worked in the care sector for 14 years and joined Culliford in 2013. She has achieved NVQ Level 3 in care and is currently studying BTEC Level 4 management degree. Donna is also a qualified beauty therapist.

Donna is Dementia lead and Oral health champion at Culliford and is passionate in enabling residents to lead a valued life and to maximise the potential capacity of all residents physically, emotionally and socially.

Donna lives in Dorchester and has one child. In her spare time she enjoys spending time with her family and friends, walking and Aqua Zumba.



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.

In her spare time she enjoys Zumba, swimming and walking.

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 & Tabard
Activity co-ordinators	Burgundy



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 renewed 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 homes email address is: suzanne.jackson@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 any time.

Relatives meetings are held every 3 months, a member of the senior management team attends too.

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 where and a time to eat which suits you and 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 & 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 proprietors' /managers responsibilities.

All staff are instructed during their induction training in fire safety and also receives 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 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 this pleasure. 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.

ACTIVITIES AND RELIGIOUS SERVICES

At Culliford House we encourage our Residents to continue to participate in their own individual hobbies, interests, religious interests or pursue new ones.

Our Activity Co-ordinator plans a varied weekly programme of activities which includes trips out, Exercise, discussion groups and visiting school children, art and music related activities and quizzes. We organise special events such as a Wine and Wisdom evenings, fundraising events and the home invites entertainers to the home on a regular basis.

We welcome visits from clergy from all denominations to actively be involved in resident's spirituality within and outside the home.

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.

A service of Home Communion takes place in the lounge every 6 weeks. Special services are also arranged around religious festivals.

The local library visits the home every 3 weeks. If you wish to join the Home Library Service please speak to our activities co-ordinator.



OTHER SERVICES

HAIRDRESSER

Kay Thomas visits our hair 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 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 & polish. We hope that providing these treatments helps the residents to feel well cared for and special, and help them to gain confidence in themselves to live their life to the fullest. Treatments are given in the 'treatment salon' or within the resident's private rooms. In the treatment salon residents can chat amongst themselves, which also helps to build and secure friendships with the care setting.

GARDENER

Our gardener is Jamie who visits every 2 weeks to maintain and attend 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 are 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*

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