

Contact Details

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- **Complaints procedure**

We take all complaints very seriously. If you have an issue, general concern or grumble, please do not hesitate to speak to one of us immediately. We would prefer to address things straight away so that you don't feel you have to make a formal complaint. Our full complaints policy is on display in the hallway by the front door should you wish to read it.

- **Feedback on quality of care**

We highly value your opinions, comments and suggestions. We formally invite feedback from you annually, but have also placed a comments and suggestions box by the front door. We are also happy for you to give us comment and suggestion by speaking to us directly. Should you wish, you can also feedback on the quality of our care to CQC or via carehome.co.uk. We have provided a link to the websites which can be accessed via our website:
www.culwoodhouse.co.uk

- **Food**

If you bring in food as a gift to a resident, fruit, biscuits and chocolates are the safest. We would prefer it if you refrained from bringing in hot food, or any food which may contain raw eggs i.e. mousse. Homemade food should be stored and transported in clean, sealable packaging. Please let us know of any foods which have a use by date, are cooked or contain cream as we will need to refrigerate them immediately for you. It is a good idea to transport these kind of items in a cool bag or box, especially in hot weather.

Culwood House Residential Home For The Elderly

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Culwood House

Home Policies

Home Policies

We want to provide the best care we can for the residents at Culwood House. We would therefore be very grateful if you could take the time to read this pamphlet. If you have an issue or question about anything written here, please do not hesitate to contact one of the management team (please see contact details within this pamphlet).

- **Please remember to sign in and out when you come into the home (book by front door)**

We have strict health and safety/fire procedures we have to abide by which means we need to be aware of who is on the premises at all times. Please familiarize yourself with our fire evacuation procedures (pamphlet by front door) or ask a member of staff for details.

- **Please notify us when you change your address, telephone numbers, e-mail etc.**

It is very important for us to have correct details in our residents' care plans in case we need to contact you in the event of an emergency.

- **Please let someone know if you plan on taking a resident out**

Aside from our obligation to ensure our residents are safe at all times, we may be able to help you by providing a wheelchair or disabled badge which will make your trip out far easier.

- **Please mark any new clothing or equipment**

We would be very grateful if you could help us by marking all new clothing or

or equipment, if they are not marked, it is very difficult for us to know who they belong to.

- **Homely medication**

If you plan on bringing in any over the counter medication for a resident i.e. Paracetamol, Lemsip etc. could you please inform one of the staff first. We need to check that the resident won't have a reaction with any of the other medications they are taking (this may involve a call to the GP). We may also need to assess whether they are still capable of taking homely medication themselves. We may need to provide that resident with lockable storage facilities so that our more vulnerable residents cannot access the medication as well.

- **Control of Substances Hazardous to Health (COSHH)**

We have to abide by strict COSHH rules and regulations. If you plan on bringing in anything that may be deemed hazardous to a resident's health i.e. Steradent tablets (which could be ingested) or anything flammable could you please let us know first so we can ensure the correct precautions are in place.



- **Electrical goods and PAT testing**
We carry out Portable Appliance Testing (PAT) on an annual basis. If you bring in anything electrical that is over a year in age, could you please let us know so that we can get it tested. Electric blankets are prohibited for fire reasons.
- **Infection Control**
We would be very grateful if you could wash your hands when coming in to the home (staff can tell you where the nearest hand washing facilities are). If you are suffering from any kind of infection, we would be grateful if you don't come on to the premises until you are free of infection for at least 48 hours.
- **Medical Appointment Charges**
If you require us to take a resident to a medical appointment we charge £10 per hour. Unfortunately, due to the difficulties it causes to take staff out of the workplace we can not provide this as a free service.
- **Review of annual fees**
We review our fees annually and will notify you in writing should there be any changes.
- **Cash and valuables**
The Home can not be held responsible for loss of valuables. We therefore advise you/Residents not to hold more than £25 in cash on the premises. If a resident has possessions of high value then we are happy to provide lockable storage facilities in their rooms or store these items in our management safe. We recommend that all our residents take out insurance so that their personal belongings are protected.