

Park House Care (UK) Ltd

Park House, Martinstown, Dorchester, Dorset, DT2 9JN

“Residential Care Service – Statement of Purpose & Privacy Notice”



Care Home: 01305 889420

info@parkhousecare.org

www.parkhousecare.org

Welcome to Park House Residential Care Home

Park House Care (UK) Limited is jointly owned by Mr Stephen and Mrs Karen Cannie.

Karen started her working career in banking, before changing career and qualifying as a Registered Mental Health Nurse in 1997. Karen worked for the NHS for two years before moving into the private care home sector, initially managing a 20 bedded care home for individuals over the age of 65 who had mental health problems. Before moving on to manage a 50 bedded dementia care home, and then finally for the same owners a 70 bedded care home for individuals with dementia, residential, and nursing needs until the owners sold the business in 2006. During this time Karen also completed her NVQ Level 4 in Care Management, which included her RMA (Registered Managers Award).

Karen and her husband Steve purchased Park House in the autumn of 2006, and Karen was Registered Manager of Park House until 2010 when they employed a Registered Manager to take over the core management duties of the care home. Steve's career background is within structural steel, and when purchasing Park House he left his job to concentrate on the extension of Park House and the general business expansion. Karen and Steve remain in daily contact with the management and staff of Park House, and visit the home regularly.

Park House Residential Care Home believes in open and honest information sharing with its Residents. This document sets out the responsibilities of both parties in working in partnership to achieve the desired outcomes for its Resident.

This document summarises basic information about Park House Residential Care Home for users of our service, people who are considering using our service, and the friends, relatives, carers' and representatives of users and potential users. It includes the material required by the *Health and Social Care Act 2008 (Regulated Activities) regulations 2010*.

Review and Revision of this Document

Park House reviews all of its policy documents annually or as required. We welcome any comments on the contents of this Statement of Purpose. This document is also available to view in other formats as requested or arranged.

Our Aims and Objectives and Philosophy of Care

Park House Residential Care Home aims to provide an enabling care and support service in order to meet its Residents' diverse needs. The service is provided within our residential care home in ways that are agreed between Park House and you the Resident.

The Philosophy of care at Park House is to create a secure, relaxed, happy, and homely atmosphere for the Service Users to live in and for staff to work in.

**Service Users are in their home
It must be made to feel like home**

We will provide a high standard of care at all times. To meet these standards we invest in on-going training for Diplomas Level 2, 3, 4, and 5 within Health and Social Care (The new qualification that replaced the NVQ in January 2011).

Our Service Users family and friends will always be made to feel welcome and by encouraging them to stay for meals and spending quality time together. Park House does not believe in visiting times, so therefore family friends are free to visit at any time.

Staffs are sympathetic to, able to recognise, understand, and cater for Service Users individual needs. Discrimination of any kind will not take place on any grounds.

The Service User Charter sets out the rights of Service Users living at Park House. We believe that every Service User has the right to tell us if they are dissatisfied with our service and we have a complaints procedure to ensure that all issues are dealt with helpfully, fairly and quickly.

We also provide a domiciliary care (Home Care Service) locally in order to provide service users with a choice of their preferred place of care. We aim to keep the service local, so that we can respond appropriately and accordingly to our service user's needs.

The Live in care services will cover up to approximately a three hour radius from our Dorchester office. This means that geographically, we can provide our Live in Care Service up to an approximate radius of radius of 150 miles from our Dorchester Office.

Please request a copy of our Statement of Purpose for full information on our homecare services provided, by calling the domiciliary office on 01305 889027.

Our Principles

Pursuant to the Health and Social Care act 2008 (Regulated Activities) Regulations 2010 we have set out below good principles which are yours as of right. The care is delivered with these principles at the core of our partnership working.

To focus on personal centred care, we aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation in the assessment process.

- To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.
- To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care that contributes to his or her overall personal and

healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible the service user's maximum participation in the community.

- To meet assessed needs. Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care the agency provides meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements.
- To provide quality services. We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care we offer.
- To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for the care industry set by the Skills for Care the social care sector leader in training.

Service Users Charter

Park House believes that Service Users have the right to:

- Be treated with dignity and respect by staff in all circumstances
- Kindness
- Privacy
- Confidentiality in all matters, personal and medical
- Protection of interests, social and legal
- Freedom of movement and activity, subject only to safety
- Freedom of choice, so far as is practicable
- A homely and safe environment
- Feel and be treated as a valued member of our small community
- Have visitors whenever and wherever wanted
- To be encouraged to associate with others and build up relationships, both inside and outside of the home
- Have spiritual, emotional and physical needs met and respected
- A high standard of care
- Be consulted on all aspects of living in the home and the care received with the right to say "NO"
- Go to bed at the chosen time and to have a lie in and breakfast in bed if requested

Have free access to the Directors, Managers, and Inspectorate easily, in addition to having all complaints taken seriously and dealt with promptly and fully within twenty-eight days.

Our Staff

Mr James Ivers– Registered Manager & Responsible Individual

Profile:

James has been working in the care industry since 2006. This includes domiciliary, nursing and residential care. During this time James has gained his OCR Level 2 and NVQ 3 in Health and Social Care, and has most recently completed his Level 5 in Leadership and Management. James has comprehensive knowledge and experience of Elderly, Dementia, Learning Difficulties and Mental Health Care. James' previous leadership roles have included, Care Manager, Deputy Manager, Care Co-ordinator, Senior Care Assistant, Care Worker, Office Supervisor/ Administrator for a local domiciliary agency, Quality Assurance Administrator, Auditor, and General PA work.

Role:

James oversees the day-to day operation within all aspects of the Residential Home (Park House). James is on-call 24 hours a day in case of emergency for the Residential Home.

James's role also includes to primarily co-ordinate and manage the Residential Care Services, and supports all staff and other management within the service provisions of the operations of the care home and domiciliary care services provided by Park House. James provides administrative, organisational, and leadership skills within the Domiciliary and Residential Care Home and is responsible for care quality commission compliance, quality assurance, auditing, recruitment, advertising, invoicing, supervision of staff, staff rostering, staff training, risk assessing, care planning, client assessments/ reviews, and general record keeping.

Qualifications:

Level 5 Diploma in Leadership and Management

NVQ Health & Social Care Level 3

OCR Diploma Health & Social Care Level 2

NCFE Customer Service Level 2

NCFE Business & Administration Level 2

NCFE Team Leading Level 2

Various Care Related Courses

Mrs Clare Clarke– Deputy Manager

Profile:

Clare has been working in the care industry since 1997, and adult care from 2011. This includes domiciliary, dementia, and residential care. During this time Clare has gained her NVQ 4 in Leadership and Management. Clare has comprehensive knowledge and experience of Dementia and Learning Difficulties care. Clare's previous leadership roles have included, Deputy Manager, Care Supervisor, and Management status's within other industries.

Role:

Clare's role within Park House Care (UK) Ltd is to primarily co-ordinate and manage the Residential Care Services. Clare provides administrative, organisational, and leadership skills within the Residential Care office and is responsible for quality assurance, auditing, recruitment, advertising, payroll, supervision of staff, staff rostering, staff training, risk assessing, care planning, client assessments/ reviews, and general record keeping.

Qualifications:

Level 5 Diploma in Leadership and Management

Level 4 NVQ in Leadership and Management

NCFE Business & Administration Level 2

Various Care Related Courses

Senior Care Lead

Park House recognised some time ago that the key to providing excellent care was in the need to have a dedicated team within care planning and care co-ordination. Therefore we employ an individual in the role of 'Senior Care Lead' to assist both the management and care team in the care assessing, planning, and reviewing areas.

The Senior Care Lead assists the care staff in the operation of the day to day care giving, and also assists the senior care team in the administration of the care planning processes.

The Care Team

We recognise that for most our residents the most important people in our organisation are the Care Workers with whom they will have regular contact. We take great care in recruiting, training and supervising our staff.

Our staff have a wide range of qualifications which reflect the requirements within the Health and Social Care Act 2008. These include National Vocational Qualifications/ Diploma level 2, 3, 4 and 5 in care or health and social care. In addition management qualifications and relevant administration skills also form part of the Diploma qualification.

The Care Workers are subject to a robust recruitment and selection process which includes criminal record checks such as ISA and DBS procedures. Good training and development is an essential part of a Care Workers role. All new Care Workers will attend a rigorous induction programme in accordance with 'Skills for Care' Care Certificate. Training then forms part of an on-going process where we continually identify training needs.

Senior Health Care Assistants

Senior Health Care Assistants are responsible for the day to day leadership of the care team and will usually be your first point of contact for any updates, queries, or concerns you may have. At Park House we encourage our senior staff to be involved in the care giving and where applicable to act as mentors to our newer staff members.

Our Senior Health Care Assistants will usually be wearing a dark navy tunic, and ID badge to help you identify the senior on shift.

The Organisation's Care Workers

Health Care Assistants are responsible for the day to day care giving within Park House, and will usually be the people you will get to know the most.

Our Health Care Assistants will usually be dressed in brightly coloured tunics with ID badges, to help you identify who they are. We changed from the standard colour of uniforms in 2015 as a study showed residents with dementia responded much better to individuals wearing bright colours.

Support Staff

We have a range of support staff at Park House covering housekeeping, activities, and catering. This includes a Senior Activities Co-ordinator whose role is to oversee and plan social activities within Park House, and a Catering Manager who is responsible for the day to day management of the kitchen.

All Care Staff within Park House are supervised and monitored regularly, and where possible we avoid the use of agency staff to ensure continuity of care is received.

Staff Recruitment

Park House operates a robust recruitment procedure which includes all employees' being criminal record (DBS) checked, a minimum of three references being obtained, and the completion of twenty-one courses before commencement of employment. A more practical induction is then provided upon the employee's first day with Park House, which can last anywhere up until three months dependent on their experience and skills.

REGISTRATION OF PARK HOUSE

Park House is registered with the Care Quality Commission (CQC) who are the regulatory body within all Health and Social Care settings. Our most recent inspection report is available to view upon request and also displayed within the entrance hall to the home. Previous reports can be viewed upon request and on the Care Quality Commission website.

In addition to this our registration certificate is displayed in the entrance hall to the home, in addition to the Registered Managers/ Nominated Individuals details.

We cater for both male and female residents who are, primarily over and above the age of 65. We are not permitted to provide 'Nursing Care', however are able to provide high level care such as 'End of Life Care' when working in partnership with the local multi-disciplinary teams such as the GP's and District Nurses.

The Care Home is registered to accommodate a total of twenty residents, with all bedrooms intended for single occupation. There are six bedrooms on the ground floor all with en-suite facilities and fourteen on the first floor, thirteen of which have en-suite facilities. All rooms have at least ten square metres of usable space.

All Service Users have access to all communal areas, all communal areas such as corridors, bathrooms, and toilets have grab/ hand rails and ramps are available where required.

The rooms in the home for communal use are the lounge, dining room, Inglenook room, bathrooms, cloak rooms, and the garden. In addition to the following rooms which are generally used for staff such as the Kitchen, laundry room, staff room, toilet, and managers office.

On the second floor there is the office space used for training, meetings, staff kitchen, Directors/ Accounts Office, and Deputy Managers Office.

The home also has a passenger lift with access to the ground and first floor, in addition to an accessible staircase.

Services We Provide

Park House is committed to providing quality personal-centered care, within a homely, relaxed, welcoming environment. We pride ourselves on promoting a culture which is able to think *outside of the box* when trying to overcome any difficulties that may arise during the care assessment or reviewing phases. We try to work with service users in a positive and proactive way and are very reluctant to ever say no to a service requirement.

Park House primarily provides residential accommodation for individuals over the age of 65 who require support on varying levels with various aspects of their daily lives; this may include personal care, medication administration or prompting, meal preparation/ serving, welfare checks, night care, and domestic duties. This list is not exhaustive.

Park House specialises in care for individuals with Dementia, Alzheimer's, Parkinson's, and strokes. Our service ensures support is given to individuals appropriately by staff by providing only accredited knowledge and practical training in relation to these areas. We also are able to care for individuals with physical difficulties, sensory loss, and those with dual sensory impairments.

We also offer a range of Day Care Services (subject to availability) which can be provided between the hours of 07:00hrs and 22:00hrs, a day care service package is tailored to the times you require and can be used on an ad-hoc basis providing your details are regularly reviewed.

Park House is also a 'Dementia Friendly' home, and all of our staff are trained within general care giving and dementia care. We aim to train all of our staff to a minimum of a Level 2 Health & Social Care Diploma.

In addition to the above Park House Care (UK) Ltd also operates a domiciliary care (home care) service within the local area. Domiciliary care provides visits from fifteen minutes upwards, through to twenty four hour 'live-in care'. Please contact our domiciliary care office on 01305 889027 for a Statement of Purpose.

24 Hour Call Bell System

We also operate a twenty-four hour call bell system within the home. All of our bedrooms have at least two remote controlled call bells, usually one by the bed and one in the en-suite facility. All communal areas have at least one call bell per room and alternately Residents are able to carry their own system from their rooms with them should they choose. We also have a range of call bell's available such as call bell leads with push button, sensor mats, door alarms, and neck pendants. These can be used to minimise your risk of falls, for your own personal security, or to make life at Park House more comfortable.

Social Activities, Hobbies and Leisure Interests

We try to make it possible for our Residents to live their lives as fully as possible. In particular, we do the following:

- We aim as part of the assessment process to encourage potential Service Users to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the care home.
- We try to help Service Users to continue to enjoy as wide a range of individual and group activities and interest as possible both inside and outside of the home, to carry on with existing hobbies, pursuits and relationships, and to explore new avenues and experiences.
- All Service Users are entitled to use the lounge, dining room and grounds of the care home, but those who wish to may remain in their own rooms whenever they like. Service Users are encouraged to personalise their own rooms with small items of furniture and other possessions.
- We have a monthly activities programme 09:00hrs-17:00hrs daily including fitness and fun, singalongs, coffee mornings, card and board games, quizzes and discussion groups. Outside entertainers also visit. Service Users are also encouraged to attend local events, pub quizzes and WI. We welcome volunteers to share their hobbies and interests with the service users and to get them involved. Newspapers can be delivered daily, at an additional charge.
- We encourage that food and drink play an important part of the social life of the home. We try to provide a welcoming environment in the dining room and to ensure that meals are pleasant and unhurried occasions providing opportunities for social interaction as well as nourishment. As far as possible we encourage Service Users to use the dining room at meal times, but meals can be served in their own rooms if desired. Three meals are provided each day, we can cater for special and therapeutic diets as advised by specialist staff and agreed in each Service Users care plan and staffs are available to provide discreet, sensitive and individual help with eating and drinking for those who require assistance.
- Hot and cold drinks are available at all times. We aim to make all food and drink we provide attractive, appealing and appetising and to mark special occasions and festivals.
- We try to ensure that the home is a real part of the local community, so in principle we encourage visitors to the home such as councillors, religious ministers and representatives from voluntary organisations. We do respect the views of our Service Users about whom they wish to see or not to see.
- The home does have a NO Smoking policy within the home but there is a smoking area outside in the grounds.
- There may be a small charge associated with some social activities and services: where this applies the details will be made clear to all our Service Users and families in advanced.

Religious Services

A monthly service takes place within the home and all Service Users are welcome to attend if they wish. Martinstown Church is just a short walk away and they welcome those who wish to attend.

It is recognised that Service Users may pursue various religions and therefore we will be pleased to make arrangements to accommodate these.

Hairdressing and Chiropody

Park House offers all residents use of the on-site hairdressing facilities and the chiropody service. Both services are chargeable, in addition to your accommodation.

Our fully trained and experienced hairdresser visits Park House weekly, and as required to attend to your hairdressing needs. We have a Chiropodist who visits the home every four to six weeks, or as required.

Laundry and Housekeeping Service

Park House offers a full in-house laundry and housekeeping service, which is complimentary.

We try to take as much care as possible when completing any laundry or housekeeping tasks, however we unfortunately do not accept any liability for any damage or misplaced items. Unless as a result of staff negligence. Should you wish to complete your own laundry or/ and housekeeping this can be arranged by advising a member of staff.

Residents Meetings

A meeting is held every month for Residents, family members, management and staff to discuss the operation of the care home and arrangements for activities.

There is a confidential comments box in the front hall that all Service Users and visitors are welcome to put in any comments or suggestions that they would like to be looked at.

Fire Precautions, Associated Emergencies Procedures and safe Working Practices

All Service Users are made aware of the action to be taken in the event of a fire or other emergency. Copies of the homes Fire Safety Policy and Procedure is available on request.

The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of all our Service Users and staff. All staff have regular fire training and records of such are kept in the staff files.

Park House carries fire testing out once a week.

Day Care

For many people who may live alone, taking advantage of a day care service offers a way of socialising with others in a similar situation and is also an opportunity of experiencing life in a residential care home so that an informed decision can be made if needs change in the future.

Day care facilities offer a breakfast, a hot midday meal with dessert, cold buffet tea, and hot/cold refreshments throughout the day along with daily activities. In addition to assisted bathing or showering, hairdressing, and chiropody service.

Service users' rights

Your rights as summarised below are taken from a variety of government guidance which sets out for providers the principles and parameters, of how they interact with their service users.

The aim of good quality care must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual and human beings. The following rights are fundamental to our home:

Contact arrangements between Service Users and their relatives, friends, family and representatives

Residents are given every possible help to maintain the links they wish to retain with their families and friends outside of the home, and can choose whom they see, when and where.

Friends and relatives are welcome to visit at any time convenient to the Resident and to become involved in daily routines and activities, as consented by the Resident. However we do request that you observe our main meal times which are 09:00hrs, 12:30hrs, and 17:00hrs. Visitors are welcome to join residents for any meal time, as pre-arranged with the Manager.

If a Resident chooses to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wish and offer all necessary facilities.

We do request that all visitors sign in and out of the visitor's book that is located in the front hall, this is to adhere with the homes Health and safety policy and for fire safety. Children are welcome to visit if accompanied throughout their visit by an adult.

House trained animals are permitted into the home but must be kept on a lead and under the owner's control, at all times.

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a Service User's ability to enjoy the pleasure of being alone

and undisturbed, we therefore strive to retain as much privacy as possible for our Service Users in the following ways:

- Giving help in intimate situations as discreetly as possible.
- Helping Service Users to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining.
- Offering a range of locations around the home for Service Users to be alone or with selected others.
- Providing locks on Service Users storage space, bedrooms and other rooms in which Service Users need times to be uninterrupted.
- Guaranteeing Service Users privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information held by the home about each individual.

Dignity

The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximise our service users' dignity in the following ways:

- Treating each Service User as a special and valued individual.
- Offering a range of activities, which enable each Service User to express themselves as a unique individual.
- We arrange for service users who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the care worker of their own choice and, if desired, of the sex of their choice.
- We ensure if asked that service users receive the necessary assistance with dressing and maintaining their clothes.
- We will try to provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.
- We aim to minimise any feelings of inadequacy, inferiority and vulnerability which service users' may have arising from disability.
- We treat service users with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to service user.

Independence

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise our service users' independence in the following ways:

- We help service users to manage for themselves where possible rather than becoming totally dependent on care workers and others.
- We encourage service users to take as much responsibility as possible for their own healthcare and medication.
- We involve service users fully in planning their own care, devising and implementing their care plans and managing the records of care.
- We work with carers, relatives and friends of service users to provide as continuous a service as is feasible.
- We aim to create a climate in the delivery of care and to foster attitudes in those around a service user which focus on capacities rather than on disabilities.

Security

In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary. We respond to our service users' need for security in the following ways.

- Alarmed and locked front door.
- All Visitors and staff sign in and out of the building.
- The grounds are secured by walls, fencing and locked gates.
- We try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk.
- We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
- We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
- All rooms have a small bedside cabinet with lockable drawers.
- All bedrooms are lockable and an assessment is carried out to see if the service users are able to hold their own key or not. A master key is kept in the office.
- Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
- The staffs of our home are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.

Civil rights

We aim to help our service users to continue to enjoy their civil rights in the following ways:

- If service users wish to participate in elections, we will try to access the necessary information and either provide or obtain any assistance which they need to vote.
- We want to help our service users to make use of as wide a range as possible of public services, such as libraries, education and transport.
- We will encourage our service users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
- We will provide easy access for our service users and their friends, relatives and representatives to complain about or give feedback on our services.
- If we can, we will support our service users in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

Choice

Choice consists of the opportunity to select independently from a range of options. We will respond to our service users' right to choice in the following ways:

- We avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.
- We will manage and schedule our services so as to respond as far as possible to service users' preferences as regards the staff with whom they feel most comfortable.
- We respect service users' eccentricities, personal preferences and idiosyncrasies.
- We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.
- We encourage service users to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

Fulfilment

Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to service users' right to fulfilment in the following ways:

- We try to assist service users to participate in as broad a range of social and cultural activities as possible.
- If requested, we will assist a service user to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
- We aim to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to death.
- We make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities.

- We will do everything possible to assist a service user who wants to achieve an unfulfilled task, wish or ambition before the end of their life.

Diversity

Britain's social care services are used by people from a wide diversity of ethnic and cultural backgrounds. Services therefore need to be accessible. We need to make particular efforts to reach out to vulnerable people who might have been deterred from approaching agencies which appear not to relate to their special needs and aspirations, and to demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular. We respond to service users' right to express their diversity in the following ways:

- Positively communicating to our service users that their diverse backgrounds enhance the life of the community.
- Respecting the ethnic, cultural and religious practices of service users.
- Outlawing negative discriminatory behaviour by staff and others.
- Accommodating individual differences without censure.
- Helping service users to celebrate events, anniversaries and festivals which are important to them.

Complaints and Compliments

Park House welcomes feedback on its services, especially from residents and their carers, family or friends whether these are compliments, complaints or suggestions for ways of doing things better.

Residents should feel able to raise any compliments, complaints, or constructive feedback to the care team working with them daily. However if they prefer to take up the matter with someone else in the organisation or if they feel that a point that they have made is not being taken seriously or acted on, they can ask to be put in touch with the Registered Manager.

If a service user wishes their dissatisfaction to be dealt with more formally they should take the steps outlined in the attached complaints procedure. A copy of the complaints procedure is available within the entrance hall to Park House, along with a summarised version of our policies in relation to compliments, complaints, and feedback.

If anyone feels that Park House has not dealt with a complaint to their satisfaction, they have the right to report the matter to the Care Quality Commission, which regulates our services, and to the Local Authority if they are a social services funded service user.

The Care Quality Commission cannot investigate the complaint made directly, but will add information to ongoing monitoring of our services and also request information from us as to how we have acted upon the complaint.

Stage 1

Grumbles or minor irritants with the service delivery can be quickly dealt with by speaking to the manager; all members of staff are trained to deal with this level of dissatisfaction.

Stage 2

Where the grumble has now grown into an issue with the service being delivered service users are encouraged to complain formally. A written complaint can be sent to the office at Park House where the complaint will be acknowledged within five working days of receipt. An investigation of the complaint will then be undertaken by the registered manager; this investigation will be completed within ten working days and reported back to the service user in a written form within twenty-one days of the instigation of the investigation.

Stage 3

If after following the first two stages you remain unhappy with the outcome of your complaint or the way it has been handled there are two options you can consider depending on who pays for your care.

If your care has been paid for by Social Services then you have the right to use their complaints procedures. By law, Social Services Departments must have an efficient procedure for dealing with complaints. You should contact the Complaints Manager at Social Services and ask them to deal with your complaint.

If you are unhappy with the way they manage your complaint then you can contact the Local Government Ombudsman. Their contact details are below. If you tell them you are complaining about a Social Services Department then they will provide advice and guidance about what you need to do next.

If you pay for the care yourself and you are unhappy with the way the provider has managed your complaint then you can contact the Local Government Ombudsman directly.

Since 01 October 2010 the Local Government Ombudsman has been the second stage of the complaints procedure for people who pay for their own social care. They have a dedicated team for dealing with these issues and they will provide you with advice and guidance.

The Local Government Ombudsman has the power to investigate individual complaints. You can contact the Local Government Ombudsman at:

The Local Government Ombudsman
P.O Box 4771
Coventry
CV4 0EH

Telephone: 0300 061 0614 or 0845 602 1983

Dorset County Council funded Service Users may contact their own Care Managers or directly to:

Dorset Adult and Community Complaints Officer
Dorset Adult Community Services
County Hall
Colliton Park
Dorchester
Dorset
DT1 1XJ

Telephone: 01305 224322

Quality Assurance

We are always keen to provide the best possible service and to do this we continually check on what we are doing through talk with our staff, with outsiders who have opportunities to see/ evaluate our work, and above all listening to our service users. This process is called *quality assurance*. It involves:

- Regular supervision meetings between each employee and their line manager
- A annual survey issued to service users, and where appropriate their relatives or representatives, to obtain views and opinions.
- A annual survey issued to general practitioners, and where applicable social workers and district nursing teams, to obtain views and opinions.
- Continually recording and monitoring compliments, complaints, and general feedback.

In addition to these opportunities, please feel free to let us have your views at any time. We need to know how we are doing, and you are best placed to tell us. We need your input in order to improve our services, including our policies and procedures.

What are policies and procedures?

Policies and procedures are a set of written guidance and instructions by which the business is operated. Within Health and Social Care policies and procedures play a fundamental part in how the service is operated, delivered, and reviewed. Good policies and procedures will create a good ethos and quality of care.

Our Policies and Procedures cover the following primary topics:

- Statement of purpose, with the aims and objectives of the organisation

- Job descriptions and Personal Specification
- Personal safety
- Quality assurance system
- Confidentiality of information
- Equality and Diversity
- Equal opportunities, including our response to sexual or racial harassment
- Health and safety
- Moving and handling
- Accidents and incidents
- Safeguarding of residents from abuse
- Data protection and access to records by service users
- Medication
- Handling money and financial matters on behalf of a service user
- Dealing with so called challenging behavior, violence and aggression
- Complaints and compliments
- Staff disciplinary
- Training and staff development
- Whistleblowing
- Risk Assessments
- Infection Control

All policies and procedures are updated annually and as required. They are available for perusal by service users, their families or representatives at the office and are available in different formats upon request.

Safeguarding of Vulnerable Adults

Park House Care is committed to protecting our service users. Our Care Workers are trained to recognise the various signs of abuse and are aware of their duties to report any suspected abuse under the Safeguarding Adults Protocols and multi-agency Safeguarding Policies and Procedures.

All reports of suspected abuse will be processed following those policies and procedures. Please report any protection issues or concerns to:

Mr James Ivers (Registered Manager)

**Park House Care (UK) Ltd
Park House
Martinstown
Dorchester
Dorset**

Telephone: 01305 889420

Alternatively you may wish to speak to James in person should you have any concerns or find this method easier.

How to Access our Services

We accept referrals from individual service users, their families or representatives, GP's, social workers, or Local Authorities on your behalf. Our services can be accessed either by telephone, website, email, fax, or by visiting us directly.

Management and Administration Office Hours

Our management and administration office is open Monday to Friday 09:00hrs till 17:00hrs, and does not close during these hours. The office however does close on Public Bank Holidays. Our office address is:

Park House Care (UK) Ltd, Park House, Martinstown, Dorchester, Dorset, DT2 9JN

Our Telephone Number is: 01305 889420

Our Fax Number is: 01305 889027

Our Registered Manager is often available outside of the above hours, by appointment only.

Out of Hours (On-Call)

Park House operates a full 'Out of Hours' (On-Call) service which is operated by the Directors, Registered Manager, and Assistant Manager. The purpose of the service is to provide 24/7 support to staff outside of office hours with any matters that may arise.

Should you need to speak to a member of the management team urgently, a senior member of staff on shift will be able to contact a member of the management team for you.

Website and E-mail

Our services can be viewed with some additional information at:

www.parkhousecare.org

Park House Care office can be contacted via e-mail if preferred at:

info@parkhousecare.org

Response Times

As Park House we are devoted to providing a quality service to our service users, we recognise that sometimes within the event of an emergency a response will be required. In all emergency situations Park House will take the appropriate action once aware. Where necessary a management representative will respond and arrive to your home or chosen destination within our service area within approximately three hours from confirmation of the visit request.

Assessing the need

In any of the referral scenarios, information about you which is passed to us will be dealt with sensitively and in confidence. Before providing any services we will need to undertake a care needs assessment visit which involves you, your family, or a representative (as applicable) in order to allow us to gather sufficient information, to be sure that the services we provide are suitable for you.

This stage of assessing the need is part of the Care Quality Commission regulations, so is unavoidable however will help us to ensure we are able to meet your needs.

If someone comes to us from a social services department, the local authority Care Manager would have usually carried out a full assessment of your care needs. However at Park House we like to ensure we comprehensively have assessed your needs to lower the risk of any unforeseen circumstances occurring in relation to your care giving.

On receipt of the initial referral an assessment of need visit is agreed at a time convenient to the potential service user, and/ or their representative(s).

A competent and qualified member of staff such as the Registered Manager or Assistant Manager undertakes this assessment and the service user and where applicable their family or representative(s) are expected to be fully involved within the process where possible.

This assessment visit is the first step in being able to deliver the required service. This is an in depth assessment of the potential service users ability to manage on a day to day basis, so questions of a highly sensitive and private nature have to be asked in order to gain the *complete picture* of how the potential service user manages their daily activities.

In order to complete the assessment fully we will need to ask you quite a lot of questions, and probably to seek information from your carer, your doctor, and any other specialists who are involved in your care and will include the following:

- Full medical history

- Personal care and physical well being
- Diet and weight, including dietary preference
- Sight, hearing and communication
- Oral health
- Foot care
- Mobility and dexterity
- History of falls
- Continence
- Medication usage
- Mental state and cognition
- Social interests, hobbies, religious and cultural needs
- Personal safety and risk
- Carer and family involvement and other social contacts/ relationships
- Service User and family expectations

The assessment process enables Park House to ensure we can meet the potential Service Users needs and to make an initial plan of care that will be provided.

The assessment is usually undertaken at the service users home or within a hospital setting, so the visit will also include checking any aids or equipment that are in situ and the potential service users ability to transfer from bed to chair or chair to bed.

This assessment visit usually lasts anywhere between sixty minutes and two hours dependent on the complexity and level of care required. At the end of the assessment visit the potential service user will be fully involved in discussions to formulate the potential care plan.

Lastly, your assessor of need will discuss with you the potential rooms that may be available within Park House, in addition to the pricing/ banding structure.

Accommodation Fees and Assessing the Need (Outcome)

Often the individual assessing your care needs will be able to make a decision immediately at the end of the assessment process; however in some more complex cases we will need more time to ensure all your needs can be met safely. Should this be the case you can usually expect to hear from us within seven days of the initial assessment.

Your assessor of need will also discuss with you the potential rooms that may be available within Park House, in addition to the pricing/ banding structure.

Park House uses the 'Department of Health's (DOH)', 'Fair Access to Care' criteria. This allows us and the prospective service user to ascertain what level of care you require and as to what accommodation fees would be fair, realistic, and transparent.

At Park House each banding has a minimum and maximum price. The cost of accommodation is tailored to your level of care, and also the size of bedroom. Our managing team has sufficient experience and training to explain the banding and fee structures to you during the initial assessment in more depth should you require.

We do ask politely that you keep us updated of your decision/ thoughts regarding admission or non-admission within seven days of the initial assessment. If you are still unsure regarding your decision, then we ask that you keep us updated. However please be aware that accommodation at Park House cannot be reserved without payment.

Admission

Once you have confirmed your decision to us, we will issue our Terms and Conditions of Residential Care which must be signed and returned prior to admission. In addition to this we do require immediate payment upon admission.

On your arrival we aim to make the admission process as relaxed as possible, as we appreciate this can be a very difficult situation. We encourage any representatives to accompany you and for you to bring personal possessions from home.

We ask politely that all items of clothing are clearly labeled with your name, should you be using our in-house laundry service. Any items of furniture you would like to bring or any alternations to the room will need to be agreed with the Management team, this is primarily so we can risk assess the changes and also conform to Health and Safety Guidelines.

Park House has got a safe for any valuable goods, in addition to lockable draws or boxes within your room. However we advise residents not to keep on the premises any more valuable items or money that necessary.

The care team will carry out an inventory of your possessions within the first twenty-four hours of admission, this will need to be signed by you or your representative and further items brought into the home added to the inventory.

The care home already has risk assessments in place for any equipment that is in place. If you want to bring your own equipment, a risk assessment will be undertaken for this and the individual. Other professionals can be brought in to assess your needs and advise on any other equipment that may be available.

Care Reviewing (*Short and Long Term*)

After admission to the Care Home a continual assessment will be maintained to ensure that your individual needs are met. Each plan of care will be reviewed on a monthly basis unless there is a needs change, in which case it will be reviewed immediately and changed.

We hope that you do not find the process by which we get to know your needs too intrusive. We want to build up a full picture and we will do this as quickly and tactfully as possible. Remember, all the information will be treated confidentially.

Our aim is always to make sure that we understand what you need and what your preferences are about services, so that we can respond in ways which really suit you.

The outcomes that have been agreed in the service user plan are the indicators for us of how successfully the plan has been delivered. When we come to review the care plan the outcomes will be measured to assess the success of the plan. In the beginning these outcomes may have been set too high or too low so the review mechanism will re-visit these outcomes and amend as appropriate.

Of course, over time your needs may change. You may need more or less care, the type or pattern of service may have to be varied, new risks may become apparent. So, again with your help, we will keep your needs under review and take decisions about the care accordingly. If at any time there are aspects about the care which you would like to change, let us know.

Park House operates a robust care reviewing method:

The number of your room will correspond with the date of your care review each month. For example, Room 01's care review will always be carried out on the 01st of each calendar month, Room 02's care review will always be carried out on the 02nd of each calendar month, and so on. Care Plans are also audited monthly by the management team to ensure they continue to meet your objectives and needs.

Care reviews are carried out at 14:00hrs by the Senior Healthcare Assistant or a member of the care co-ordination team. Alternatively you may wish to specify a member of staff you would like to conduct your review, or perhaps anyone you would like not to conduct the review.

Care review dates may be changed with a minimum of six hours' notice. In addition to this we encourage you and any representatives as consented to be involved, you can expect your care review to last anywhere from an hour to three hours dependent on the number of areas needing review. However should you or your representatives not wish to be involved then we will always ensure we have advised and discussed any changes made to your plan of care.

Under the requirements of the Health and Social Care Act 2008 (Regulated Activities) we are required to record information which is often of a sensitive and very private nature. During the care needs assessment visit you will be asked to give consent regarding who accesses this information.

The outcomes that have been agreed within your plan of care are the indicators for us of how successfully the plan has been or is being delivered. When we come to review the care plan the outcomes will be measured to assess the success of the plan.

In the beginning these outcomes may have been set too high or too low so the review mechanism will re-visit these outcomes and amend as appropriate.

Of course, over time your needs may change. You may need more or less care, the type or pattern of service may have to be varied, new risks may become apparent. So, again with your help, we will keep your needs under review and take decisions about the care accordingly. If at any time there are aspects about the care which you would like to change, let us know.

If at any time you or a representative (as consented) would like an informal chat regarding your care, please do not hesitate to contact the Registered Manager or a member of the senior care team.

Terms and Conditions for the Provision of Residential Care

Please refer to the separate Terms of Business information, which can be obtained by contacting Park House Care (UK) Ltd management on 01305 889420.

Care Quality Commission Guidance Information

Service user band(s) at this location	Learning disabilities or autistic spectrum disorder	<input type="checkbox"/>
	Older people	<input checked="" type="checkbox"/>
	Younger adults	<input type="checkbox"/>
	Children 0-3 years	<input type="checkbox"/>
	Children 4-12 years	<input type="checkbox"/>
	Children 13-18 years	<input type="checkbox"/>
	Mental health	<input type="checkbox"/>
	Physical disability	<input checked="" type="checkbox"/>
	Sensory impairment	<input checked="" type="checkbox"/>
	Dementia	<input checked="" type="checkbox"/>
	People detained under the Mental Health Act	<input type="checkbox"/>
	People who misuse drugs and alcohol	<input type="checkbox"/>

	People with an eating disorder	<input type="checkbox"/>
	Whole population	<input type="checkbox"/>
	None of the above	<input type="checkbox"/>
	Please give details:	

Legal status	
Individual	<input checked="" type="checkbox"/>
Limited liability partnership registered as an organisation	<input type="checkbox"/>
Incorporated organisation	<input type="checkbox"/>
Are you a charity?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Charity number:

The Organisations Details

Listed below is information regarding Park House which we hope you will find useful:

Service provider

The person/organisation registered with the Care Quality Commission as the registered provider for Park House is:

Park House Care (UK) Ltd
Park House
Martinstown
Dorchester
Dorset
DT2 9JN

Service Provider ID – 1-101682988

Regulated Activities: Accommodation for persons who require nursing or personal care

Tel: 01305 889420

Fax: 01305 889027

Directors/ Proprietors

Mr Stephen and Mrs Karen Cannie – Address and Contact Information, as above.

Registered Manager

The person registered with the Care Quality Commission as the Registered Manager and Nominated Individual for Park House Care (UK) Ltd is:

Mr James Laurence Ivers
Address and contacts, as above.

Registered Manager ID – CON1-828802808

Registered Office

Companies House Registration: 05869596

Park House Care (UK) Ltd
Martinstown
Dorchester
Dorset
DT2 9JN

Useful Contacts

The Commission for Social Care Inspection
Care Quality Commission (South West)
National Correspondence
City Gate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA

Telephone: 03000 616161

The Complaints Officer (Adults)
Adult Services Directorate
County Hall
Colliton Park
Dorchester
DT1 1XL

Telephone: 01305 224322

Dorchester Social Services Local Office
Acland Road
Dorchester
Dorset

DT1 1SH

Telephone: 01305 251414

Dorset Advocacy
Units 13 – 15
Jubilee Court
Paceycombe Way
Dorchester
Dorset
DT1 1TP

Telephone: 01305 251033

Dorset County Council
Safeguarding Adults Triage Team
County Hall
Colliton Park
Dorchester
Dorset
DT1 1XL

Telephone: 01929 557712
Out of Hours: 01202 657279

Park House Care (UK) Ltd: Privacy Notice

Park House care (UK) Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our service users and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under United Kingdom law.

1. Information About Us

Park House Care (UK) Ltd is a limited company registered in England under company number 05869596. Our Registered address: Park House, Martinstown, Dorchester, Dorset, DT2 9JN. Our telephone number is 01305 889420 and our e-mail is info@parkhousecare.org

Our Data Protection Officer and Controller is:

Mr James Ivers, who is contactable on the information above.

We are regulated by the Care Quality Commission (CQC)

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your

personal data, in addition to some information relating to data protection and handling as set out within our policies and procedures.

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers. The personal data we use about you is set out in Part 5, below.

4. What Are My Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 12.
- b) The right to access the personal data we hold about you. Part 11 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 12 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 12 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 12. In some instances, if you refuse to provide us with certain information when requested, we may not be able to perform the contract we have entered into with you. Alternatively, we may be unable to

comply with our legal or regulatory obligations. Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau. If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

5. What Personal Data Do You Collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Basic personal information, including name and address, date of birth, marital status, religious beliefs, contact details of your next of kins, medical history, and any other basic information required to ensure we can meet your care and welfare needs where applicable.
- Financial information, including account and transactional information and history.
- Information about your preferences and interests.
- Visual images (such as your photograph or a video) to support the provision of care and treatment(s). Or, where agreed for use within our brochures, social media pages, or website.
- Details of any services you have received from us previously.
- Information we receive from other sources, such as government departments and healthcare providers.
- Our correspondence and communications with you or any other individual as consented to by you.

Service Users - as a care provider, we must collect some personal information on our service users, including personal health information, which is essential to our being able to provide effective care and support. The information is contained in individual files (manual and electronic) and other record systems, all of which are subject to strict security and authorised access policies.

Employees and volunteers - the service operates a recruitment policy to comply with the regulations in which all personal information obtained, including CVs and references, is, as with service users information, securely kept, retained and disposed of in line with the GDPR. All employees are aware of their right to access any information about them.

Third parties - all personal information obtained about others associated with the delivery of the primary care service, including contractors and suppliers will be protected in the same way as information on service users and employees.

Sometimes your personal data is obtained from the following third parties (depending on your relationship with us):

- HMRC, DWP and other government departments.
- NHS, CQC and healthcare providers.

- Local authorities.
- Emergency services.
- Suppliers.

We may also process certain sensitive categories of information for specific and limited purposes, such as making our services accessible to service users. We will only process special categories of information where we've obtained your explicit consent or are otherwise lawfully permitted to do. This may include:

- Information about racial or ethnic origin, religious, political or philosophical beliefs.
- Physical or psychological health details or medical conditions.

6 How we collect information

The bulk of service user, employees and third parties personal information is collected directly from them or through form filling, mainly manually, but also electronically for some purposes, eg when contacting the service through its website. With service users, we might continue to build on the information provided through consultations and in the process of agreeing care. With employees, personal information is obtained directly and with consent through such means as references, testimonials and criminal records (DBS) checks. When recruiting staff, we seek applicants' explicit consent to obtain all the information needed for us to decide to employ them. All personal information obtained to meet our regulatory requirements will always be treated in line with our explicit consent, data protection and confidentiality policies.

7 How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for any of the following purposes:

- Providing and managing your account.
- Supplying our services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our services for you.
- Communicating with you or any other individual as consented to by you. This may include responding to letters, emails, or calls from you.
- Supplying you with information by email AND/OR post that you have opted-in to (you may unsubscribe or opt-out at any time by contacting us).

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email/telephone/text message and post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and

comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

8 How Long Will You Keep My Personal Data?

Personal information that becomes inactive for any reason is kept securely only for as long as it is needed, before being safely disposed of. We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

- Basic information – 07 years. We may anonymise or pseudonymise the personal data so that it can no longer be associated with you, in which case we may use it without further notice to you.
- financial information – 07 years.
- medical information – 03 years from discharge.
- sensitive information – 03 years from discharge.

9 How and Where Do You Store or Transfer My Personal Data?

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- Necessary technical measures to ensure personal data is protected.
- All data transferred is encrypted during transit and at its destination.
- Data is not processed for any purpose other than as agreed upon in our terms and conditions.
- Protect your data from loss.

Our website and databases are regularly checked by external experts to ensure they meet all privacy standards, are protected through strong passwords and encryption and comply with our general data protection security and protection policies.

If we transfer your data to a third party based in the US, we ensure this is protected by the EU-US Privacy Shield. This requires that third party to provide data protection to standards similar levels of data protection to those in Europe. More information is available from the European Commission.

Please contact us using the details below in Part 12 for further information about the particular data protection mechanism used by us when transferring your personal data to a third country.

10 Do You Share My Personal Data?

We only share the personal information of service users, employees and others with their consent on a “need to know” basis, observing strict protocols in doing so. Most information

sharing of service users information is with other professionals and agencies involved with their care and treatment. Likewise, we would not disclose information about our employees without their clear agreement, eg when providing a reference.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

Where we provide information for statistical purposes, the information is aggregated and provided anonymously so that there is no privacy risk involved in its use. If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 9.

If any personal data is transferred outside of the EEA, We will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR, as explained above in Part 9.

11 How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 12. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding. We will respond to your subject access request within 14 days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

12 How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of James Ivers):

Email address: info@parkhousecare.org

Telephone number: 01305 889420

Postal Address: Park House, Martinstown, Dorchester, Dorset, DT2 9JN

13 Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if We change our business in a way that affects personal data protection.



