



Service User Guide

Morvern Care Centre

11/13, South Promenade
Thornton - Cleveleys,
Lancashire , FY5 1BZ

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Registered with the Care Quality Commission

A Welcoming handbook of information for prospective, and
current residents, and their interested parties

2017-18

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Welcome

Dear Sir/ Madam,

We would like to take this opportunity to welcome you to your new home whether you are staying with us for a short time or on a more permanent basis.

This booklet contains some useful information for you, your relatives and your friends. However, we are more than happy to answer any queries or concerns you may have at any time.

We sincerely hope your stay will be as pleasant and comfortable as possible.

Kind Regards

Pauline Skeer
Manager
On behalf of all staff

About Morvern Care Centre

The Care Centre stands on a prominent site overlooking the Irish Sea, at the junction of Promenade South and Coronation Road.

We have been a care provider since 1982. We are known for excellent care service, high standards on environment, experience and efficient trained staff and great location. Morvern Care Centre aims to provide an environment where feelings matter most and our residents feel at home as they enjoy care with spectacular sea views. Our personalised care and expertise aim to create the atmosphere of home from the moment a resident arrives enabling them to feel part of a family.

The property has provided residential care for more than thirty years to the local community. It comprises of two dementia suites offering excellent dementia care for residents and a separate 22 bedded general residential care suite; totalling 60 beds, with almost all single rooms.

We are an ‘ **Investor In People** ’ organisation – our staff are our main asset, and we encourage them to achieve qualifications in order that we can provide our residents with a streamlined, caring service, given by confident individuals who have the knowledge and experience to carry out their duties sympathetically and effectively.

In 2014 the Manager accepted a Dementia Care Award from TV Presenter Esther Rantzen after completing training with the Lancashire Workforce Development Partnership to ensure new and innovative approaches to caring for residents with a dementia make a difference in the quality of life for people in our care.

Most of our care staff has achieved National Vocational Qualification in Care, Level 2 and 3, whilst our Senior Care staff has achieved Level 3 and 4

Currently some staff are undertaking QCF qualifications in care ranging from level 3 to level 5

Our support staffs are also studying for a qualification within their own specialty.

Our senior staffs have many years experience in care and as a team provide a professional approach to the various challenges which arise from time to time.

Aims and Objectives

The care home aims to deliver a high standard of professional care at all times to the residents in our care. Our aim is, to provide the highest standards of care to the resident to make their stay with us very enjoyable and comfortable without losing their independence and life style in secure homely environment.

Our Mission Statement:

“To provide excellent, loving and personalise homely care for all residents

To provide more homely and encouraging environment to pursue a enjoyable purposeful life style with privacy, dignity, self respect, safety, independence, religious belief, preferences and their rights as individuals.

To recognise investment in people by providing learning and development opportunity to our team members”

Philosophy of Care

Our philosophy of care sets our basic principles, values and beliefs, which underpin the care we provide. At Morvern Care Centre, we believe that by catering to your personalised care requirements we are providing an environment where you can feel at home, safe and cared for. Our philosophy based on following five commitments we make to our clients:

- **Personalised Care**
- **Pure delicious Food**
- **Positive Environment**
- **Personal Social Life**
- **Professional fully trained Staff**

The services provided are tailored to the individual's needs and cover a wide range from the very specialist care skills to outings and entertainment. Our service extends to two main client groups: general residential and dementia clients. We operate two separate suites each specifically catering for the needs of the client group, each with its own specialised team of senior carers and carers.

We strive to be as unobtrusive as our role allows, encouraging residents to retain as much independence as possible and recognising the residents' rights to privacy, dignity and choice.

We aim to provide an ongoing service, altering care levels to match residents' changing needs and liaising closely with family, friends and other outside agencies involved, such as doctors, hospitals, social services, churches and clubs. All links to the local community are encouraged.

The Care Centre uses a strict protocol for the recruitment and selection of all grades of staff and is committed to supporting ongoing staff education. All staffs are screened by the Criminal Records Bureau before employment starts, to ensure their suitability.

We are committed to promoting the physical, emotional and spiritual well-being of our residents, respecting their beliefs including those of ethnic minorities. The Care Centre recognises the importance of ongoing quality assurance.

We are an Equal Opportunities employer.

Registered Manager

Registered Manager

Mrs. Pauline Skeer
Morvern Care Centre,
11-13 South Promenade, Thornton Cleveleys FY5 1BZ
(T) 01253 852297

Relevant Experience

The Care Centre Manager has almost 28 years experience in care work and is RGN trained and holds a NVQ Level 4/5 in Management.

Who is Who!

Although we feel sure you will soon get to know the staff, the different uniforms tell you who does what around here!

Navy tunic	-	Operational Care Manager
Pale blue tunic	-	Senior care staff
Blue/white stripes tunic	-	Care staff
Green/white stripes,	-	Domestic and laundry staff
Checks and whites	-	Catering Manager and kitchen staff
Lilac/white striped tunic	-	Housekeeper

The Manager, Administrator and maintenance staff do not wear uniforms.

Visits by Providers of Local Service

Regular visits to the care centre are made by doctors, opticians, clergy, a hairdresser and chiropodist. If you prefer to use your own contacts rather than the visiting in-house services, we can help you arrange this. Additional treatments such as physiotherapy are arranged via the doctor.

Useful Telephone Numbers

The ‘general residential’ suite is entitled the Queen Victoria Suite, often referred to as ‘Unit 3’. Telephone number 01253 **853220**.

The ‘dementia’ suite entitled the Prince Albert Suite, often referred to as ‘Units 1 and 2’. Telephone number 01253 **852297**.

Staff are happy to take calls from relatives and friends on these numbers. Some residents choose to have their own private line installed in their room, others use the pay-phone situated in the reception area of Unit 3. The pay-phone number is 01253- **867997**.

Advocacy Policy

It is the policy of the Care Centre to offer all Residents access to an Advocate. This applies not only to those without relatives or close friends, but to all who wish to use this service. The telephone number to request an Advocate is 01253 405959. (Empowerment)

The Management are happy to telephone and arrange this Service for residents, should they wish.

Glorious Food !

<u>Meal times</u>	<u>‘Prince Albert Suite’</u>	<u>‘Queen Victoria Suite’</u>
Breakfast	- flexible from 8.00am	flexible from 8.00am
Lunch	- 12.00 noon	12.15pm
Tea	- 4.30pm	4.35pm
Supper	- 7.00pm	7.00pm

Drinks and snacks are also served regularly throughout the day. Room service is available for those who choose not to use the dining rooms. Choices are available at all mealtimes – a member of the catering staff will take your order. If you do not like any of the meal choices our Catering Manager will be happy to provide a little something you do fancy!

Special diets are also catered for e.g. diabetic, high fibre, low fat, etc.

Our nutritious meals are planned by our Catering Manager, and are changed at regular intervals to ensure we purchase fresh items coming into season.

SAMPLE MENU

Breakfast

Fresh Fruit Juice
Cereals, toast and preserves
Or
Full English Breakfast
Tea or Coffee

Dinner

Asparagus Soup or Melon
Roast Pork and Apple Sauce
Broccoli and Carrots
Roast or Boiled Potatoes and Gravy
Or
Chicken Supreme with Vegetables

Sweet

Apple Pie and Custard
Or
Ice Cream
Tea or Coffee

Tea

Quiche Lorraine with Tossed Salad
Or
Sardines on toast
Sweet
Sherry Trifle
Or Coconut Cake
Tea or Coffee

If any relatives or friends of residents wish to bring food into the building we offer this advice from the Food Standards Agency;

- It is best to bring low-risk foods such as fruit, biscuits and chocolate. All fruit will be washed before being given to the residents.
- Avoid bringing hot food.
- Do not use raw eggs in food that will not be cooked thoroughly, such as mousse, icing and desserts.

Local Information

At the Morvern Care Centre we are able to enjoy fabulous views across the Irish Sea. Seating is provided outside the Care Centre and on the promenade opposite to enable us to enjoy these views. Literally just around the corner is the bustling heart of Cleveleys, teeming with shops, pubs, restaurants, churches, coffee-bars, tram stops, and a bus station. We have a small patio-style garden at the front of the Care Centre at lower-ground level. There is a cinema nearby on Promenade North, and there are a number of major theatres and attractions situated in nearby Blackpool.

Social Activities

The Care Centre organises various social events and activities during the year. We employ a dedicated Social Activities Organiser who carries out individual resident assessments, and devises a monthly activities programme.

Staffs encourage and help residents to pursue their hobbies and interests. Current and past activities that the home offers are listed below, however these are reviewed and can change depending on the likes and interests of the residents in the home. Residents are invited to make their own suggestions.

Cards

Dominoes

One to one chats

Going for walks on the promenade

Reading letters/magazines/newspapers/books from mobile library

Professional entertainer visit

Regular activities i.e. seated exercises, colouring cards, quizzes, bingo, artistic pursuits, sing-a-longs, musicians, vocalists, dance events, festival celebrations, various indoor games i.e. Soccer game, Golf, floor baseball etc.

Planned seasonal events

Family members welcomed to participate in activities

Birthday celebration

Key- Workers

'Key-Workers' is a system aimed at teaming up a resident with a particular carer. The idea is that two people form a close and caring relationship, with the carer having special responsibilities for their resident(s). You may wish to confide in your key-worker and can trust them to run errands for you such as shopping, writing and posting letters, accompanying you on outings etc. Not everyone wants a key-worker, but the option is there for you.

Quality Assurance

In 2005 the Care Centre successfully achieved the prestigious **Investors in People** Award for the way in which it manages the staff training arrangements, and the quality systems which have been in place for some time. This was reviewed in 2011 and 2014, when we again were accepted for the Award. We are also regularly inspected by the Care Quality Commission.

The Centre's Management Team carry out monthly audits of our services such as care planning, audit, risk assessments of the environment and a maintenance audit of equipment in the Home and a comprehensive Residents/Family Survey is undertaken each year, and comments are taken into account, and acted upon whenever necessary.

Your Assessment, Care Plan and Medicines

Before you were admitted, you would have been assessed by a member of our care team, to ensure that we can provide the correct type of care for you, and you will have been notified in writing of our agreement to look after you.

On admission the care team will put together an individual care plan for yourself, detailing the way in which you will be looked after during your stay with us. This will then be discussed with yourself, or your representatives, and once you have agreed, you will be requested to sign the plan, thereby giving your acceptance to the detail contained therein.

All medicines must be kept under lock and key. Residents receive their prescribed medications from the Senior Carers dispensed from the drug trolley. The Care Centre will allow, in some circumstances, for residents to take full responsibility of their medication, and they will be requested to sign a disclaimer, thereby absolving the Care Centre and its staff from any responsibility. Please discuss this with the senior person in charge on admission.

Mental Capacity Act/ Deprivation of Liberty Safeguards

There may be occasions when Morvern Care Centre may need to apply to the local authority for permission to deprive individual residents of their liberty. This will only happen when they lack capacity to take decisions about where they should be in order to get the basic care and treatment they require, and when decisions need to be taken to protect them from harm.

Policy on Abuse/ Safeguarding

The Care Centre will uphold the right of all residents to protection from harm and exploitation. This will be achieved by Policies and Procedures that aim to:

- Prevent the mistreatment of vulnerable residents.
- Increase awareness and recognition of the problem.
- Take action, when mistreatment is suspected, to safeguard vulnerable residents.
- ‘No secrets in Lancashire’ is the most recent publication for guidance on actions to be taken. The Care Quality Commission, Social Services and the Police’s Family Protection Unit must be informed. If any form of abuse is uncovered or suspected, telephone numbers are kept in the Care Managers office.
- Staff proven or suspected of causing resident(s) harm, or putting them at risk of harm, are subject to the Safeguarding of Vulnerable Clients scheme (SOVA). SOVA information and guidelines are held in the Care Managers office.

DEFINITION OF ABUSE

The mistreatment, by a person(s) who has power over the life of a vulnerable adult (physical, emotional or financial), which may take the form of assault, threats, neglect, imposed isolation or sexual assault.

The following categories of mistreatment can be identified;

- Physical – this may include hitting, slapping, and pushing, kicking and inappropriate restraint.
- Emotional – including intimidation, threats, humiliation, racial abuse, blackmail, verbal abuse and other forms of psychological abuse. It may also include denying choice, deprivation of dignity, privacy and other human rights.
- Sexual – physical and/or emotional.

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- Neglect or deprivation – failure to take proper care, lack of food/drink/heating/clothing/comfort, withholding or absence of necessary aids (continence/mobility/hearing, etc.).
- Imposed isolation or confinement of the person – not letting others see or talk to them.
- Misuse of medication, either by withholding or giving more than is prescribed.
- Financial – monies withheld, bills not paid, property taken/transferred, prevention of appropriate purchase of care.

Laundry

Normal laundry is included in the cost of your stay – this does not however include dry-cleaning.

Clothing should be marked with your name or initials – please ask if you need assistance with this. Occasionally items of laundry do go missing – most are found quite quickly.

We advise against expensive items of clothing being sent to the laundry – machine washable items are best

Finances

Our Administrator will be pleased to discuss your requirements. The Care Centre cannot be held responsible for money or valuables not handed in for safe-keeping, and we do recommend that they are kept in safe keeping by a family member if at all possible. We do administer personal accounts for residents, and of course, receipts will be given accordingly. Fees can be paid in a variety of ways – see below.

Fee Arrangements

I. Self-funded residents

You will be informed of the fee before you are admitted, and soon after admission, two copies of our Residents Contract will be given to you, or your representative. One copy for you to keep, the other for you to sign and return to the Administrator.

The Contract details the services we will provide for the stated fee, together with details of fee arrangements during absence and hospitalisation. An invoice will be sent to you at the beginning of every month, and this should be paid by the 28th day at the latest.

2. All other residents

Before admission, you will have been notified of the fee, and your social worker will have carried out a financial assessment of your capital assets, in order to determine the contribution that you will have to make, and the difference which the local authority will agree to pay. This process may take a few weeks, during which time we are prepared to wait for payment. An invoice will be forwarded to you as soon as we have been notified by the local authority, and then it will be sent to you routinely at the beginning of each month.

Fee Reviews

Fees are reviewed on an annual basis for implementation in April. You will be notified one month before any fee change, as per our agreement in our Residents Contract, and an explanation for the increase will be given.

Fees – What is included

- Accommodation
- Care staff in 24 hour attendance
- Good Home Cooking – weekly menu displayed
- Provision for Special Diets
- Laundry Service
- GP and other Health Care Professionals visits as required
- All the social activities

Fees – What is not included

- Weekly visits from the hairdresser to the home
- Private chiropody
- Private phone installation and calls
- Private care of their choice

Smoking

As is the standard throughout the majority of the care industry the Morvern Care Centre is a non smoking establishment. There are outdoor smoking facilities provided.

Visitors are not allowed to smoke on the Morvern premises and can use our outdoor smoking facilities.

Alcohol

Residents are permitted to drink alcohol, but it will be reviewed on an individual basis to ensure that there is no conflict with any prescribed medications.

The volume of consumption of alcohol will be monitored by care staff to prevent over excess. Alcohol related abuse to staff; other residents and visitors will not be tolerated.

Any visitor who arrives or appears to be under the influence of alcohol or any other intoxicating substance will not be permitted access into the Care Centre.

Visiting

Visiting is 'open' – visitors are welcome at any reasonable time, If your visitors would like to stay for a meal, please mention this the day before so the Catering Manager can cater for this.

Residents' Charter

The Morvern respects the rights and choices of all our residents.

- The Right to personal choice and responsibility for their own actions.
- The Right to care for themselves as far as they are physically and mentally able to do.
- The right to have dignity respected by others and to be valued as an individual.
- The Right to privacy in all their affairs.
- The Right to make decisions about daily living arrangements.
- The Right to be consulted about changes which may be proposed.
- The Right to have their cultural, religious and ethnic needs respected.
- The Right to leave the Care Centre and to be assisted to leave if they choose to do so.
- The Right to accept a degree of risk and to retain their independence.

Residents interested in coming to Morvern Care Centre are encouraged to visit the home and sample the atmosphere and level of service. A trial period of four to six weeks is always offered before taking permanent residency.

In the event of an emergency admission, as much information as possible is obtained in order for an objective assessment to be made. From this information, the resident will then be assessed on admission and a care plan is devised immediately. All the criteria of admission are considered, such as age, category and dependency levels in line with the registration status of the Home.

Complaints Policy

Morvern care Centre Nursing Home constantly strives to improve the services provided. Therefore if it is felt that something has happened which causes concern or if residents / relatives or representative feel that they are not happy with the service being provided to them then we have a robust system to enable residents, their relatives or representatives to make a formal complaint.

We recognise the need to ensure a culture within the Home whereby residents or their representatives feel able to raise any concerns or complaints that they have without fear of retribution.

Any resident who is unwilling or unable to voice their concerns will be offered access to an independent advocate so that their views can be expressed.

We will ensure through induction and ongoing discussion with staff that there is a clear understanding of a resident's right to complain and of the appropriate way to respond on such occasions.

Where a complaint or concern has been raised, it must be ensured that no discriminatory action or non-action is made against a complainant.

All complaints received by the Home are logged and records maintained of their investigation and outcome. Each resident will be given a copy of the Home's Complaints Procedure in writing and it will also be displayed in prominent locations within the home.

If you are satisfied with the service you are receiving then please let us know your views and any helpful ideas. It is important for us to receive your views so that we can monitor and improve the quality of service we provide.

All resident and their family or representatives are invited to telephone or write to the Manager in the first instance at the following address:

The Home Manager, Pauline Skeer

Email: manager@morverncare.co.uk
TEL NUMBER: 01253 852297

On receipt of the call or letter (a copy will also be sent to our Head Office) the complainant will receive a written acknowledgment from the Manager, outlining the proposed course of action. Every effort will be made to resolve the matter quickly and you will receive a holding letter within a further 10 days outlining the progress. The aim will be to resolve the matter within 28 days or sooner.

Alternatively contact:

Mr RAJ SHAH
SINCLAIR MCKINSLEY. SINCKOT HOUSE
211 STATION ROAD. HARROW. HA1 2TP
Email Raj@moverncare.co.uk
TEL NUMBER 02084278787

Complainants also have the right to take their complaint directly to the Local Authority at any stage and without prior reference to the Home should they choose to do so. Contact details are as follows:

Lancashire County Council
P.O. BOX 78
COUNTY HALL, FISHERGATE
PRESTON, LANCASHIRE, PR1 8XT
TEL NUMBER 0845 053 0000

Following this if you feel that your complaint has still not been addressed to your satisfaction you may contact the Care Quality Commission (CQC). Their contact details are:

Care Quality Commission, CQC - Eastern
Citygate, Gallowgate
Newcastle upon Tyne, NE1 4PA
Tel: 03000 616161

Fees Details

RESIDENTS WEEKLY FEES 2017/18

Our fees for the period 01st April, 2017 to 31st March, 2018 are as follows:

Basic Residential	£490.00
Higher Residential	£520.00
Dementia Care	£545.00

The fees for residents who are being assisted by social services may vary.

Respite care is charged at the rate of £86 j per night

Resident's Letter of Contract

Date:

Dear

We are pleased to be able to offer residential care to you from (date) on a long term / respite * basis, subject to your acceptance of the following terms:

Pre-Admission Assessment

We always assess residents prior to admission, to be aware of individual needs and to ensure that you will be comfortable in the Centre and with its current residents, following which we will confirm our decision to you in writing.

Care Provided

We will be providing personal care for you whilst you are resident with us. This will be provided in accordance with your Care Plan, which we will consult you or your representative about, and ask you to agree. The Care Plan will be devised to meet your care needs identified in your pre-admission (or subsequent) assessment.

Fees

Our fees include accommodation, meals on a full board basis, laundry (but not dry cleaning) and care as detailed in your Care Plan and the Service Users Guide.

Fees do not include, for example: Hairdressing, Dry Cleaning, Newspapers and Magazines, Transport, any NHS charges made to you or any private healthcare treatment arranged on your behalf, Personal Items (e.g.: toiletries, stationery, etc), Telephone Charges, etc, which, if arranged on your behalf, will be charged separately.

Fees are based upon your assessed needs. Your total fee will be £ per week. Fees will be payable from... (date).

(Delete Paragraph A or B as appropriate)

A. However, of this:

The NHS will pay the following amount towards nursing costs	£	pw.
The Social Services Department of your Council will pay the following amount towards your personal care	£	pw
Leaving a balance for you to pay of	£	pw.

B. At the date of this contract you were awaiting financial assessment undertaken by your Social Services Department

Fees are charged on a weekly basis but are invoiced calendar monthly in advance and are payable at the date of the invoice to:

‘Morvern Care Centre Ltd.’, 11-13 Promenade South, Cleveleys FY5 1BZ.

Fees are subject to review:

- a. On 1 April each year
- b. If your needs or dependency change sufficiently from your original pre-admission assessment.

We will give you four weeks notice of any proposed fee changes where this is practicable to do so. We will also give you the reason why such an increase is necessary.

If fees are outstanding after a period of 3 months a charge of 6% per annum will be incurred.

Right & Obligations

The provision of care home services is governed by the Care Standards Act and the Care Centre will take reasonable care and skill to provide care in accordance with the Act and respect the rights of residents as specified in the Act. However, the Care Centre will not be liable where we are not in default of our liabilities.

The resident is obliged to co-operate reasonably with the Care Centre in providing care for them and other residents, including compliance with reasonable requests made in respect of fire, Health & Safety and for the comfort and peace of other residents. Our staff have a right not to be verbally or physically abused and action may be taken against residents, families or friends who abuse or threaten to abuse our staff or volunteers.

Medical Services

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Ordinarily you will continue to have access to the NHS for your medical and health care. You will therefore receive medical attention and medication under the NHS, any unused medicines can be safely disposed of by the Centre. You may wish to retain your present doctors and dentists and, provided they agree to this, this can be arranged. Alternatively, we can make arrangements for local medical and dental practitioners to attend our residents. Additional services, such as chiropody, audiology and optician can be arranged for you either under the NHS or privately. Any privately arranged services will be charged extra to you

Within the Home

We aim to provide a relaxed and comfortable home for you.

Your room number is When there is a choice of rooms available you may choose your own room and personalise it. This will be your allocated room for the duration of your stay unless;

1. You request to be moved to an alternative suitable room.
2. You agree to move to another room to help us care for you more appropriately.
3. We need to move you to another room for safety or to allow us to undertake repairs or refurbishment to the room or building.

You should not bring property of any value into the Centre unless it is personally insured and we request that valuable items should not be kept in rooms. A safe is available for storage of valuables. Personal clothing must be clearly marked with your name. Clothes should generally be 100% machine washable as we cannot be responsible for shrinkage.

Fire and Safety Precautions are important to us and are displayed throughout the Centre.

As residents, we value any comments you have and you have a right to comment directly to the senior staff about any matter. A copy of our Complaints Procedure is appended to this Contract.

Outside the Home

The Centre shall not be responsible for the resident once they are outside the premises if the resident leaves the premises and is not accompanied by a member of staff of the Centre, unless the Centre has been negligent or breached a duty of care it may owe to the resident.

Leaving the Home

If you wish to temporarily leave the Centre (e.g.: for holiday or hospitalisation) your bed can be retained for up to three months and the gross fee will be payable.

If you wish to leave the Centre permanently, two weeks written notice is required from you; if this is not given, two weeks fees will be charged in lieu of such notice. In the event of death,

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one weeks fee is payable beyond the date of death and resident's personal effects should be removed from the resident's room during this time. Personal effects left beyond this time will be stored in the Centre and a weekly storage fee of £25 will be charged.

The Centre reserves the right to exclude a resident from the Care Centre on giving two weeks written notice. This right will only be exercised when either:

- a. The Centre is unable to provide the appropriate care to you
- or b. If it is felt that your continuing presence in the Centre is detrimental to the Care and/or safety of other residents.

Would you kindly return the copy of this letter with your signature of acceptance.

All my staff looks forward to meeting you, your relatives and friends. You may be assured that we will do our utmost to offer the best care for you at all times.

Yours sincerely

On behalf of Morvern Care Centre

I confirm that I have read and understood the above Terms and I would like to move to Morvern Care Centre, subject to the above terms.

Signature: Date:

Being the resident / resident's representative / appointee / attorney / receiver / person responsible for the payment of the resident's fees under this Contract.

* Delete as appropriate.

Most Recent Inspection Report from CQC

Please see attached most recent inspection report summary.

Most Recent Resident/Visitor Survey Results – Service User Views

Please see attached most recent survey results

Review Record (In Manager's master- copy only)

September 2012
January 2013
June 2013
October 2013
January 2014
May 2015
April 2016
February 2017