

THE SOUTHEND ON SEA DARBY AND JOAN ORGANISATION LIMITED

Information Provision for Prospective Residents

Policy Statement

This organisation believes that prospective residents to its homes should be provided with all necessary information to enable them to make decisions in their best interests, including the decision whether or not to enter the home. In seeking to provide good information, the organisation adheres fully to the relevant sections of the following official documents:

- Care Quality Commission (Registration) Regulations 2009
- *Codes of Practice for Employers of Social Care Workers and for Social Care Workers*, General Social Care Council
- *Fair Terms for Care — Care Homes for Older People in the United Kingdom: A Guide to Unfair Terms in Privately Funded Care Home Contracts*, Office of Fair Trading
- *Guidance about Compliance: Essential Standards of Quality and Safety*, Care Quality Commission (March 2010)
- Health and Social Care Act 2008
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

Aim of the Policy

This policy is intended to set out the values, principles and procedures underpinning the organisation's home's approach to providing information for prospective residents.

Policy on Information Provision for Prospective Residents

This organisation believes that prospective residents have a right to be provided with as much information as possible before making a decision about taking up residence. To this end we will:

- publish full information about the homes and their objectives, its staff and its facilities, in accessible language and format
- ensure that any prospective resident is given all available written information relevant to their making a sound choice
- allocate staff to meet with prospective residents and to respond to any questions or requests for further information
- similarly, provide information if requested to a prospective resident's friends, relatives, advisors or advocates
- allow reasonable access to the building and to current residents, to assist prospective residents in making informed choices
- liaise with local organisations so as to be able to provide information about the healthcare and other services relevant to prospective residents
- provide full information about the home's fees and related charges and about the home's and the resident's contractual obligations.

Training

All relevant staff will be given training in the provision of information to prospective residents.

This policy will be reviewed annually.