

# Care homes.

## The standard you can expect from us.

**We run two residential care homes – Selly Wood House nursing home in Bournville, which cares for older people requiring nursing care, and Redditch Road in Kings Norton, which cares for adults with learning disabilities. We make sure our homes are well led, safe, responsive, effective and caring.**



### Getting a place at a home

- Ensure you are given full details of our services, so you can make an informed choice.
- Give you guidance on the application process and direct you to the local authority (if applying for a placement at Redditch Road).
- Arrange for you to visit Selly Wood House and meet staff.
- Provide details of what our service includes on our website and make a copy of Selly Wood House's contract available to you on request.
- Provide you with the homes' contact details so you can speak to them directly.



### Standard of homes

- Make sure our care homes are run in accordance with regulatory requirements, meaning they will be well led, safe, responsive, effective and caring.
- Put in place detailed and tailored care plans for each resident, which they, their family and others can help to shape.
- Provide a dedicated staff team with 24 hour care and support.



### Funding

- Accept people that require local authority funding and those who pay fees themselves.
- Provide details of our standard weekly fee on our website.



### How will we make sure we are doing what we say?

- Undertake a wide range of internal audits, checks and inspections to ensure we operate safe services and continually seek improvement.
- Work with external auditors who regularly check our systems and processes and who report directly to our executive team and our board of trustees.
- Work with our regulators to ensure we maintain a good standard of service and meet our obligations.
- Invest in our staff.



### How will we share how we are doing with you?

- Share inspection reports from the CQC on our website.