

# Welcome to Thames House



## Service user guide

If you would like this guide in an alternative format contact:  
[thames@exemplarhc.com](mailto:thames@exemplarhc.com)

# Welcome to your new home

This short booklet tells you more about life at Thames House.

We have caring staff and lovely residents. The meals at Thames House are very flexible so you can choose what you would like.

We also have a Life Skills Team that does activities with us and takes us out or for pub lunches.

Everything at Thames House is individual to the person. We all enjoy living here at Thames House.

Please ask the care staff if you need help to read it

## Contents

<b>1. Your care team</b>	<b>3</b>
<b>2. Your bedroom</b>	<b>4</b>
<b>3. Care plans</b>	<b>5</b>
<b>4. Making a complaint or raising a concern</b>	<b>6</b>
<b>5. Advocacy</b>	<b>8</b>
<b>6. Giving feedback</b>	<b>9</b>
<b>7. Visits</b>	<b>12</b>
<b>8. Meal time</b>	<b>12</b>
<b>9. Activities</b>	<b>13</b>
<b>10. Shops and local community</b>	<b>14</b>
<b>11. Going on holiday</b>	<b>15</b>

## 1. Your care team

The Home Manager is:

Dawn Moran



The unit that you live on is called:

The Unit Manager is:



Your keyworker is:



## 2. Your bedroom

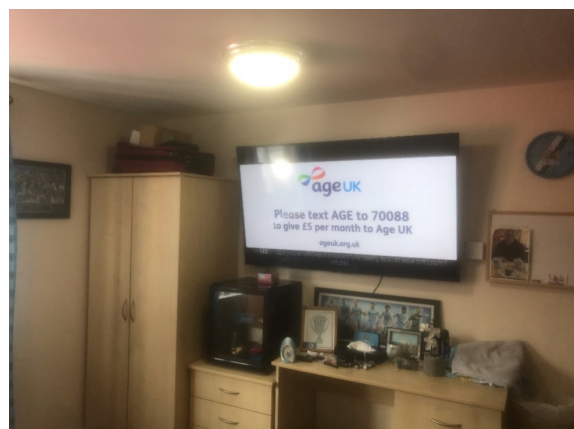
When you move in, we want to you feel at home.

If you wish, we can help you to decorate your bedroom.

You can bring personal items with you to decorate your room.

There are no limitations to what you can have in your bedroom.

Please speak to the Manager or Care Team if you would like us to help you to decorate your room.



### 3. Care plans

When you move in, we will work with you and your loved ones to write a care plan.

Your care plan shares what your goals are and what you want to achieve whilst living here.

It outlines the care and support that you need to help you to achieve your goals.

Every six months, we will review your care plan with you.

We can also review your care plan at any time if your needs or goals change.

You can look at your care plan at any time – please ask a member of the Care Team.



## 4. Making a complaint or raising a concern

Please tell the care staff if you are not happy.

They can try and make things right for you.

If the care staff cannot help, the Home Manager will try and sort things out.

If you want to make a complaint, you can:

- talk to the care staff or Home Manager
- make a telephone call
- send an email
- write a letter.

We can help you to write down your complaint.

When we have received your complaint, we will write to you to tell you that we have received it.

The Home Manager will work with you to look into your complaint.

We will try to do this within 28 days.

We will write to you again to tell you what we have found and how we will try to sort things out for you.

If you do not want us to do this or you are still unhappy with our response, you can contact the local Authority or local Ombudsman.

Here are some of the people that you can contact if you would like to make a complaint.



Dawn Moran - Home Manager  
01706751840 / 07908436303  
[dmoran@exemplarhc.com](mailto:dmoran@exemplarhc.com)  
[www.exemplarhc.com](http://www.exemplarhc.com) Thames Street, Rochdale.  
OL16 5NY



Donna North - Regional Director of Operations  
01709565700 / 07904743783  
[dnorth@exemplarhc.com](mailto:dnorth@exemplarhc.com) | [www.exemplarhc.com](http://www.exemplarhc.com)  
Ferham House, Kimberworth Road, Rotherham,  
South Yorkshire. S61 1AJ

Details of Local Authority  
Number One Riverside  
Smith Street  
Rochdale  
OL16 1XU  
01706 647474

Details of Local Ombudsman  
0300 061 0614  
[Lgo.org.uk/contact us](http://Lgo.org.uk/contact-us)  
Opening Hours 10:00am - 16:00 (Mon-Fri)

## 5. Advocacy

We are committed to protecting your rights.

We will empower you to have your voice heard and your views considered.

The care staff will support and enable you to:

- express your views, thoughts and concerns
- access information, advice and guidance
- explore your choices and options for care.

You can also ask someone to help you to get your views heard – this person is called an Advocate.

Advocacy is when a person helps another person to have their views, opinions and concerns heard.

The care staff can help you to find an Advocate if you want one.



Advocacy is available from  
[Rochdaleadvocacy@together-uk.org](mailto:Rochdaleadvocacy@together-uk.org)  
Castlemere Community Centre  
Tweedale Street  
Rochdale.  
OL11 1HH  
Telephone: 01706 645830

---



## 6. Giving feedback

We want to make sure that this home is the best that it can be.

We welcome feedback from all of our residents and their family and friends.

There are lots of ways that you can share your feedback.

### Tell us

If you have any feedback or ideas, you can tell us at any time. Please speak to the Care Team or Home Manager.

### Service user meetings and forum

We hold a service user meeting every three months in the upstairs lounge.

The Care Team will tell you when the next meeting is.

We will also put a poster on the noticeboard with details of the next meeting.

### 'You said, we did' suggestion board

There is a 'You said, we did' in your home. It looks like this:

You can write your suggestions on a card and post it in the box.

The care staff will look at your suggestion and tell you if they can do it.



## **Annual survey**

Every year, we will send out a survey to ask you about living in the home.

We use your feedback to make improvements to the home, so please be honest.

The care staff can help you to complete the survey, if you wish.

## **Service User Ambassadors**

Some of our care homes have Service User Ambassadors.

Ambassadors put forward your views and ideas at meetings with other ambassadors and staff.

The Service User Ambassador for Thames House is Chris.



## **Service User Council**

Service User Ambassadors meet every month at the Service User Council.

The Directors of the company attend this meeting.

We talk about how we can make our care homes better.

## 7. Visits

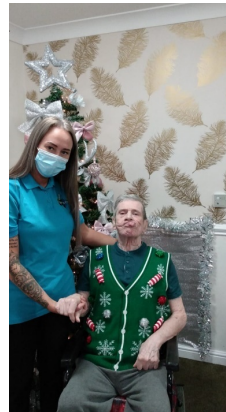
Visitors can come to the home at any time.

They are welcome to visit you in your room, or you can use one of the lounges, dining room or gardens.

We can help you to prepare for the visit and provide drinks and snacks for your visitors.

There may be some times when visitors are not allowed – for example, if there is an infection or illness in the home. We will tell you if this happens.

We can also support you to keep in touch with your friends and family by letter, phone or video call – please ask the Care Team to support you.



## 8. Meal times

We hope that you will enjoy the food here at Thames House.

Our Chefs are called: Susan and Hazel.

They do their best to make meals that are healthy, tasty and enjoyable.

If you have any food requests, please speak to the Chef or ask the care staff to pass on a message.

We also hold food forums to review the menu – you can bring any meal requests to these meetings.

We can also order takeaways, go out to eat and support you to cook your own meals, if you wish.

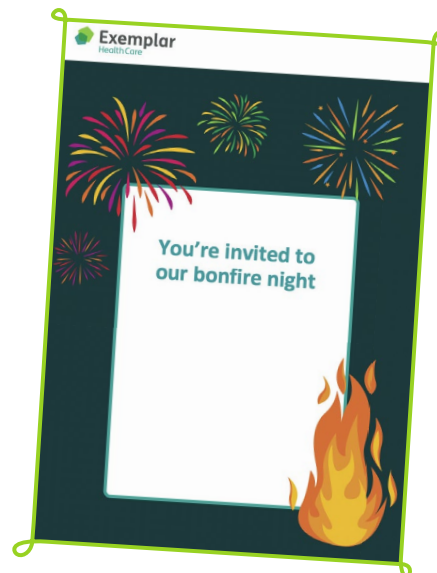
## 9. Activities

We want to support you to keep doing the things that you enjoy doing.

We will also support you to start new hobbies and get new interests, if you wish.

We have a weekly programme of activities which include things like baking, arts and crafts, reading, gardening and smoothie making.

The Care Team and Activities Team will also support you to do one-to-one activities and continue doing your hobbies.



## 10. Shops and local community

There are lots of shops and community groups nearby.

If you wish, we can support you to go to the shops or join groups.

Here's a list of some local shops, religious groups and community groups.

Morrison's Supermarket

Gordon Rigg Garden Centre

Rochdale Shopping Centre

Rochdale Bus Station

Rochdale Leisure Centre

Hollingworth Lake

Broadfield Park





## 11. Going on holiday

If you wish, you can go on holiday.

You will need to pay for your holiday.

The care staff can help you to save for your holiday.

The care staff can also help you to decide where to go on holiday.

You can go on holiday with:

- your family or friends
- the care staff
- or with other residents (where it is safe to do so).

The Activities Team will give you a copy of the 'Service User Holiday Policy' which explains how to arrange this.



*every day better*



Registered Office: Exemplar Health Care Limited.  
Ferham House, Kimberworth Road, Rotherham S61 1AJ