



BROOK HOUSE SERVICE USER GUIDE 2026





Care and Assessment of Service Users

- 1) To assess client prior to admission, in relation to needs.
- 2) To encourage independence, tailored to client's needs.
- 3) To encourage and promote client self-respect, confidence and always, maintain high level of hygiene and to provide a safe and secured environment.
- 4) To maintain well-being of client and promote freedom of choice.
- 5) To provide all dietary needs for the client, offering choice of meals, ensuring diet is nutritional, and accommodate as much as possible, times to suit client.
- 6) To maintain ongoing assessment programme to monitor client's well-being. To refer and seek advice as and when necessary, from qualified personnel in their speciality e.g. G.P, Physiotherapist, District Nurse, Dentist, Optician, Dietician etc.
- 7) To provide 24-hour supervision/care by qualified staff.
- 8) To have good communications channels with client to enhance stability and security and comfort.
- 9) To ensure all medication is prescribed correctly by trained staff member. Individuals wishing to maintain independence by self-administering medication will be allowed to do so, but at the same time, on-going assessment to be made to maintain level of safety, well-being of client.

At Brook House, we ensure:

- 1) All members of staff employed will treat every client with respect, privacy and dignity always.
- 2) For religious and cultural beliefs/preferences, we will accommodate/make arrangements with any religious organisations as may be requested.
- 3) All rooms are equipped with adequate furniture, bedding, curtains and floor coverings, and equipment suitable to the needs of each client.
- 4) All clients will have the right to access their health records.

- 5) All clients will have ready access to use of telephone. Privacy can be arranged upon request.
- 6) The home is clean, cleaned by a Domestic Assistant and high level of hygiene is always maintained to ensure that the home is left free from offensive odours.
- 7) All clinical and domestic waste to be removed from the home.
- 8) All personal details of our client are confidential and not discussed with anyone not connected with their direct care.

Number and Size of Rooms

There is a total of 38 rooms in the home – 35 single and 3 shared. All accommodation complies with the requirements of the National Minimum Standards that came in to force on 1st April 2002.

Qualification of Care Manager

The Care Manager is NVQ level 5 Registered Manager.

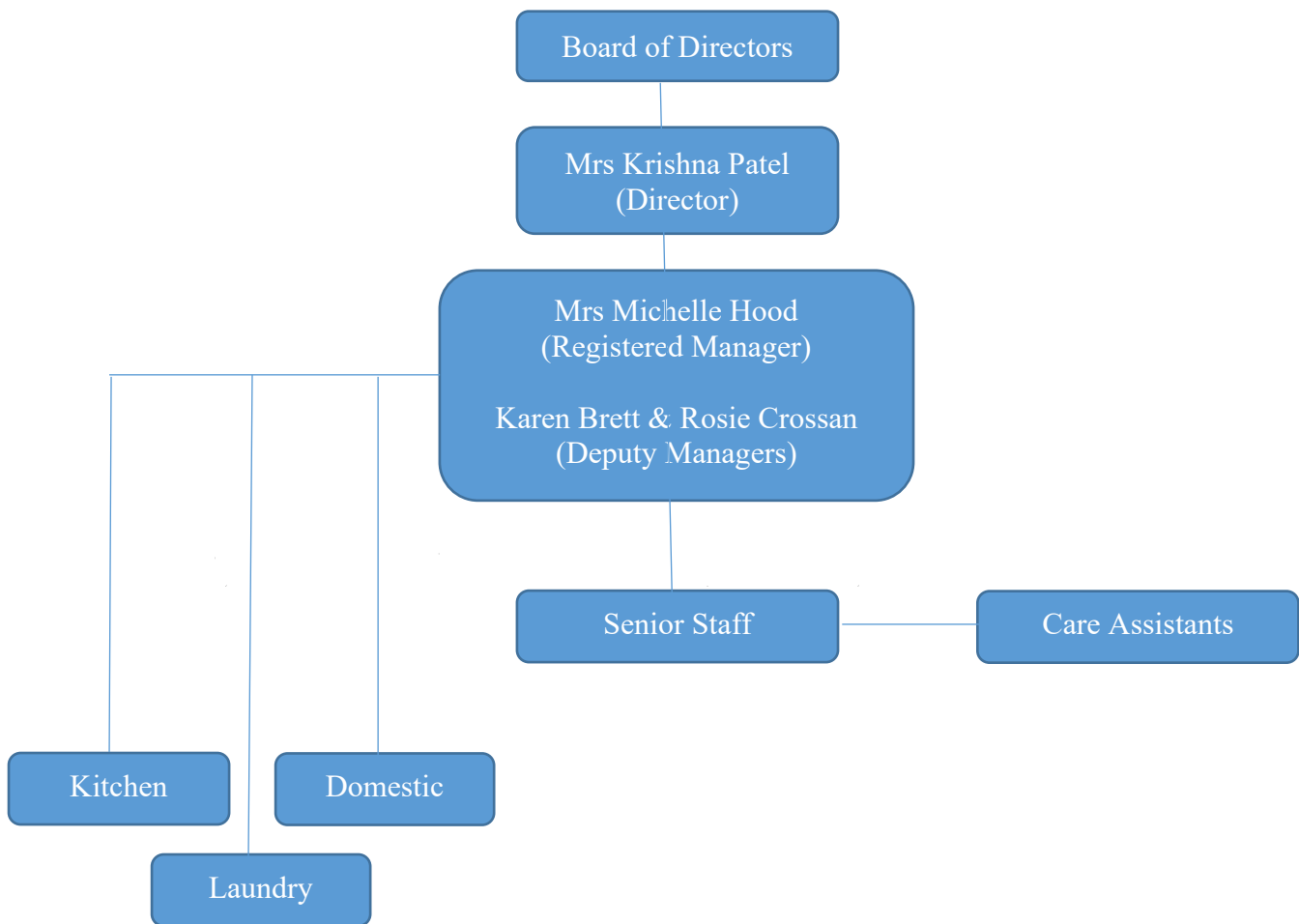
Qualification of Staff

In addition to the registered Care Manager the home employs 2 Deputy Managers and a number of senior and junior carers, care assistants, chefs, kitchen assistants, domestic and laundry staff.

Chiropody and foot care are provided to all residents. All staff are trained in their respective duties and provide services according to the home philosophy and values. The residents will be cared for by trained staff that are committed to on-going training to enhance/improve high quality level of care. Brook House will ensure that the home is adequately staffed at all times by staff that are deemed responsible and competent in this role.



Organisation Structure



Age, Sex and Needs of Service Users

Brook House is a residential care home that specialises in Dementia and Alzheimer's, as well as offering end of life care. Brook House is a mixed sex home and has facilities to look after anyone over the age of 65 years, including married couples or partners, who because of their physical incapacity, requires help with daily living.

Brook House is registered to provide residential care to long and short stay elderly people aged 65 years and over. We enable older people to continue living as independently as possible by providing care and support consistent with their incapacities and disabilities. Several of our services users and most new ones require higher levels of care and support than we had originally planned. We have responded to these changes by improving our material and staffing provisions, without losing sight of our original aim. Brook House is registered to accommodate service users with Dementia. The home firmly believes that it should only accept a new service user if a needs assessment shows that the home can adequately meet those needs

Review of Care Plans

The care manager, after consultation with the residents, prepares a written plan as to how the residents needs in respect of his/her health & safety are to be met. The plan is available to the residents to see if he/she wishes to do so. His/her plan is kept under on-going review and any changes made accordingly, with their consultation

Service User Property

All personal possessions of clients will be treated with respect. The residents can bring any personal furnishings/furniture into the room they are to occupy. Any monies kept on request of client will be kept and stored in safe/secure place, and all relevant documentation completed.

The residents clothing will be washed and ironed on premises. Furthermore, they will always have a choice for alternative arrangements to suit their individual's needs.

Availability of Social Activities, Hobbies and Leisure Interest

Our aim is to provide a safe, manageable and comfortable environment which provides stimulation, offering a choice and encouragement to residents pursue their lives to their maximum, physical, emotional and social capacity. We provide access to a wide range of social activities. We also support our residents in developing an interest in activities not currently available.

We have the use of a minibus for trips out of the home.

Our manager considers the needs and wishes of each service user.

Hobbies and interests are actively encouraged and personally supervised by staff who understand their importance to residents. Arrangements for a variety of social activities and local outings using appropriate transport are organised. We encourage our residents to wash their hands regularly throughout the day and especially before mealtimes and if they have been outside of the home. This is to prevent any spread of infection throughout the home.

Consulting Service Users about the Operation of the Home

The home has in place an effective quality assurance system with the aim of seeking the views of residents. Through this system the home is able to measure its success in meeting the aims, objectives and statement of purpose. Feedback and thought are actively sought from service users through daily individual discussions as well as through satisfaction questionnaires.

An informed audit of services provided will take place regularly and the results will be available to residents and their representatives as well as other interested parties including the CQC Service users are also informed about planned CQC inspections and their views are made available in inspection reports

Religious Needs

There is a regular visiting priest or chaplain who visits the home every Wednesday to carry our Holy communion. They are encouraged to attend any religious ceremony of their choice or a local church service.

Visiting

We have a policy on maintaining close community contact at the home. We believe having regular contact with the family, friends and the wider community outside the home is a crucial part of living a fulfilled and healthy life. We provide ample opportunity for our residents to develop and maintain such outside contacts if desired. We operate an open visiting policy in the home, and relations and friends are actively encouraged to visit the service user and contribute to their care. We do ask that upon entering the home that visitors are asked to wash their hands thoroughly before visiting their relative. This is to try to stop the spread of any infection within the home.

Complaints Procedure

During your stay at Brook House, we hope that you and your family and friends will find that they will be satisfied with the standards of care you receive. The home is constantly securing ways to improve the quality of services that we provide.

We have a complaints policy in place, and this is readily available to the service user or their relations/friends who may not be satisfied about the care provided.

In the first instance, you should contact the Manager, Michelle Hood or alternatively the Director, Krishna Patel. Complaints will normally be resolved at this stage. Details of a complaint will be recorded and investigated to respond, and this will be done within 28 days.

If you have a concern regarding abuse of a resident which you feel the home has not dealt with, please contact:

Adult Social Care:

Telephone: 0116 305 0004

(Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm)

Email: adultsandcommunitiescsc@leics.gov.uk

Fire Procedure

- Become aware of the Fire Panel near the front door.
- Know where the four zones are located.
- If smoke or fire is noted, break nearest Fire Alarm.
- Do not investigate by opening doors.
- Never use the Lift once the Fire Alarm has sounded.

Evacuation Procedure

1. On hearing the Fire Alarm, the Panel will automatically ring the fire brigade and give full name and address of establishment, and where the fire is situated: -

**Brook House Care Home
15 Bell Lane
Husbands Bosworth
Lutterworth Leicestershire
LE17 6LA
Tel. No. 01858 880247**

2. All Staff to report to Fire detection panel situated near front door, day or night.
3. Fire Detection panel shows in which zone the fire will be located.
4. Go to zone (if safe to do so) and detect if a fire is evident.
5. If a fire is evident, alert staff members and call (112 from a mobile) or (999 from a landline) and ensure they are on their way.
6. If evacuation is necessary, the residents will be evacuated to their nearest assembly point.
7. It is the responsibility of the Senior in Charge to account for residents, staff and visitors.
8. Contact Krishna Patel at any time.

In the Event of False Alarm

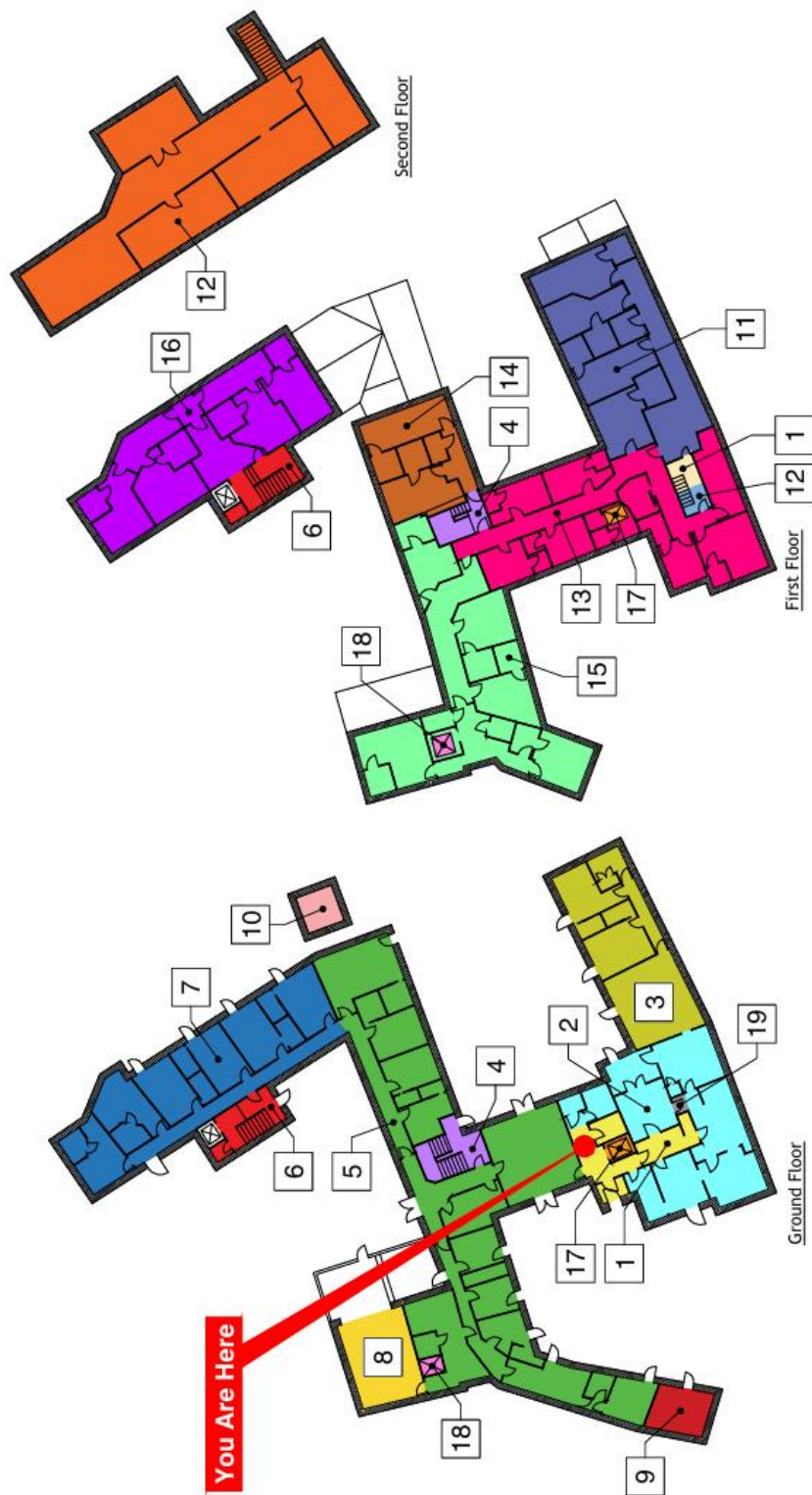
If fire is activated by e.g. smoke, burnt toast etc. the fire panel will treat it as an emergency, and again contact emergency services automatically.

Senior staff member must send two members of staff to ensure it is a false alarm, before alerting Secom Plc and dialling 999 or 112 that it is a FALSE ALARM.

On confirming that it is a genuine false alarm, Senior in charge is responsible for re-setting Fire Detection Panel.



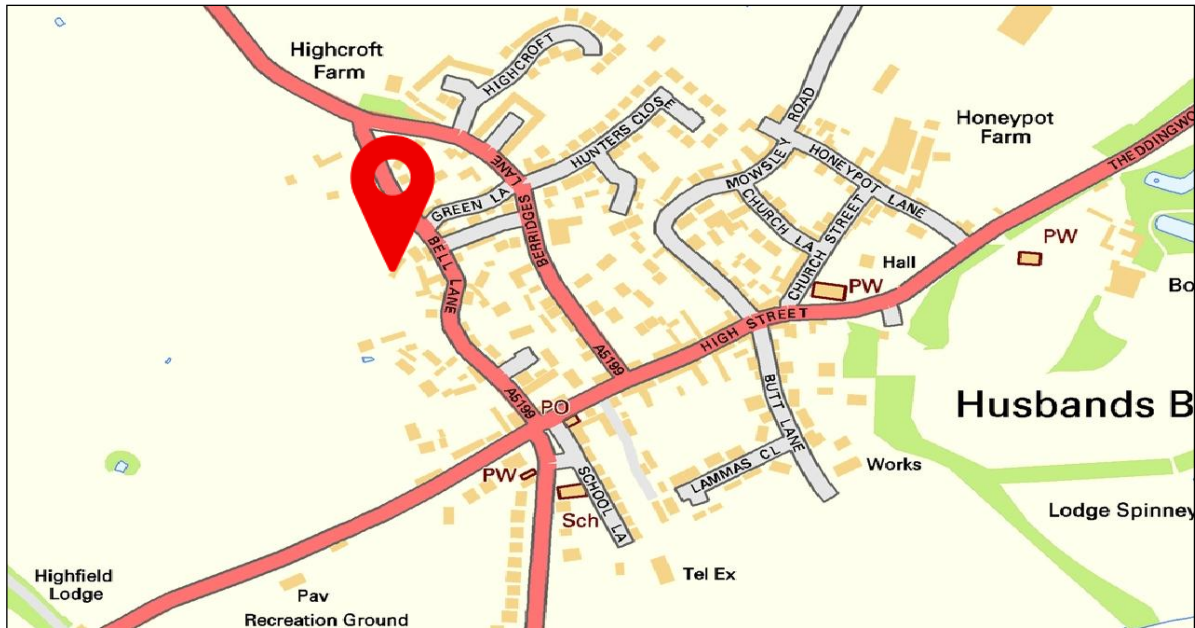
Fire Alarm Zone Plan



BROOK HOUSE CARE HOME

15 Bell Lane, Husbands Bosworth, Leicester LE17 6LA





If you would like to speak to our teams or send us an enquiry, simply contact us using the details below or visit the website
www.3abcare.co.uk

Contacts:

Krishna Patel – Director
Michelle Hood – Manager

15 Bell Lane
Husbands Bosworth
Leicestershire
LE17 6LA

Tel: 01858 880247

Email: brookhouse@3abcare.co.uk

Web: www.3abcare.co.uk

