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Julie finished work at 7pm but the paramedics hadn't returned the paperwork nor DNR for the night carer, Elizabeth. Julie, therefore, drove to Pembury hospital to collect the paperwork and bought it back to the home.

Relatives can sleep well knowing the carers are safeguarding and supporting their loved ones, even in times of crises and emergency. Hale Place standards are exemplified by the carers attitude; outstanding. Thank you for giving us peace of mind.

#### **UPDATES**

- The exterior of the Orangery was recently varnished to maintain its appearance.
- Flooring for three bedrooms ( in 77) ordered and paid for, which will be laid in October.
- We are looking at introducing monthly photos of residents participating in activities on their own care plan, which families can access. We will keep everyone informed when this has gone live and how to access it.

## Goodbye

Our sincere thanks to Dr Fincham for supporting all the residents of Hale Place over the past 30 years; a GP who demonstrated respect towards our staff and who valued input from our management team.

He had the most caring bedside manner with our service users and will be sorely missed.

We all wish Dr Fincham every happiness in his retirement and very best wishes from everyone at Hale Place.

## 10 Most Important Attributes of a Care Home

- Values must be held at the top We have a positive culture of self improvement and excellence which is unrelenting.
- Qualities of the manager Our past and current managers are committed, knowledgeable and have a passionate desire to be the best. Enhancing the lives of others is their prime objective. I believe, the wider management team have only one desire, to be as good as we can be and that inspires us each and every day.
- Staff must be supported Our staff are respected and valued . We are constantly looking at opportunities for individuals to grow, hold team building events and we listen and take on board their comments. Hale Place's goal, within two years, is to sign up to the Living Wage Foundation, to further demonstrate our commitment to them, for the wonderful work they do.
- Clarity of purpose We do not allow bureaucracy to overshadow our purpose, which is the care and support of people. We are focused on fulfilling people's lives and creating opportunities.
- A community of people We strive to develop relationships both within the care home and community. People we support are free to access the houses / gardens, in our control, and enjoy the company of everyone. We support people to regularly go out into the community and enjoy activities with other.
- A home is 'lived in' Clean, tidy and homely. When any of our accommodation becomes 'spoilt' we put a programme of improvement together.
- Engagement We engage with local schools, shops, community centre, community groups, churches, the salvation army and pubs.
- Working with the health community Outstanding support and relationships with surgery and community nurses, which has been built up over many years.
- Working with relatives Relatives are involved with the planning and
  evaluation of the service users personal care package and delivery. They are
  invited to events and outings, to encourage positive relationships, trust and better
  insight into what we do.
- Regulatory support Unfortunately, CQC continue to be an inspection body and in no way help any provider to improve nor do they offer advice. They have clear instruction to 'guide' providers to pages on the www. I think we can do this without their 'guidance'!

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#### **OUTSTANDING CARE**

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