

## Lockable drawers in every room

If you do want to keep important and precious items in your room, we provide a lockable drawer to give you additional security and peace of mind. You can keep the key with you. Or it can be kept in the office for you to use when you need it.

The key can also be made available to a named member of staff, relative or friends, with your permission. If you ask for a member of staff to access the locked drawer, a second member of staff should always be present in the room when this is done.

## Laundry

Your home offers a free laundry service. Please make sure all items of clothing sent to the laundry are labelled with your name. Note, this service does not include the cost of dry cleaning.

## Shopping

We have a small supply of toiletries and other popular items for sale in the home. If you want to, you can always go out to the shops whenever you like. Ask a member of staff if you need help in doing this.



## Whistleblowing

We have a zero-tolerance to any form of abuse. If you have any concerns about your service, the service we are providing for others, or the wellbeing of staff or visitors, please contact our confidential whistleblowing hotline

**07786 160121**



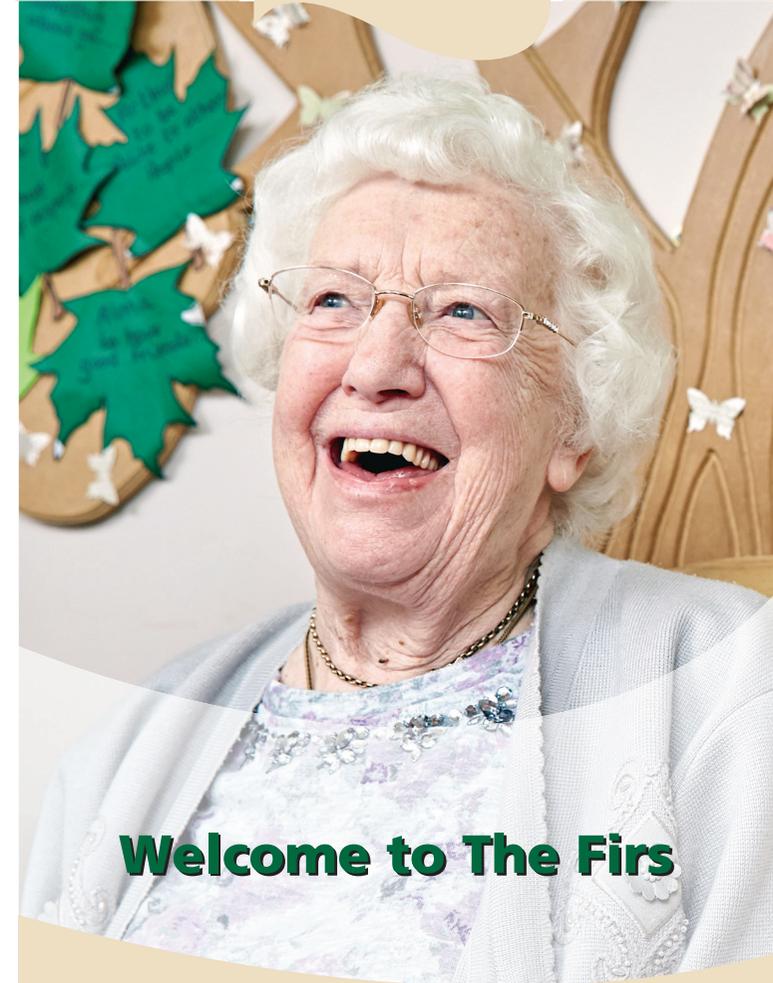
### The Firs Care Home

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**Welcome to The Firs**

*Making our home, your home*

This leaflet has been written in collaboration with  
relatives and residents



## Welcome from Northgate Healthcare

**Welcome to your new home.** We are delighted you have chosen to live at The Firs.

Our welcome pack will give you lots of handy information, to help you settle in and feel comfortable. You will find a copy in the lounge and at reception.

Your views are important to us. We have regular meetings, for residents and relatives, where you can tell us what you think, and how we can continue to best meet your needs.

**Some of these meetings are attended by Northgate Healthcare directors, so you can speak to them and they can listen to what you say.**

### We are here for you

To make sure we give you the best possible service, and you are happy at The Firs, we will ask you for information about you. A number of subjects are covered, including health, mobility issues and relationships. All this information contributes to your individual care plan.

It will be available for you to read at any time. It will be updated regularly. Your views and wishes on this information, and how it is used, will be taken fully into account.

You can be assured, all the information we have about you is completely confidential. It will not be shared with anyone else, without your permission.

### Food you will enjoy

Our aim, always, is to give you food you will enjoy. If you have a favourite food or special dietary need, please let us know and we will prepare it for you. We will also ask for your views when we plan new menus.

### Taking part in activities

We organise a range of activities for you to enjoy. These are promoted on noticeboards throughout the home. If you do not spot any activities you would like to take part in, please let us know. Then we will see if it can be arranged for you.



### Respecting your privacy

We understand that your privacy and security is important to you in your new home. We keep our front door closed and secure. We would suggest you keep the door to your room closed. You can lock your door as well if you wish.

Please remember, we will need to access your room for cleaning. However, no one should ever be in your room without your knowledge and, ideally, when you are not present.

### Keeping belongings secure

You are welcome to carry spending money with you during the day, in your wallet or purse, or keep it in your room. However, we would advise you to keep the sums relatively small.

If you wish, we can look after your day-to-day spending money for you, by keeping it in the office safe. You can access the money at any time, if you want to buy something.

If relatives buy you something and you want to reimburse them, they can present the receipt and we will refund them from your money in the safe. We will always ask your permission first. We will also keep a record of transactions that we will regularly share with you.

Small valuable items can also be kept in the safe in clearly labelled bags.