

STATEMENT OF PURPOSE



**BRADWELL HOUSE
14 BROCKHILL ROAD, HYTHE, KENT CT21 4AQ**

THE REGISTERED PROVIDER

The Registered Provider is:

Aitch Care Homes (London) Limited
Unit 2
Buckingham Court
Rectory Lane
Loughton
Essex
IG10 2QX

The Aitch Care Homes Group is a high quality professional provider of community care homes for individuals with a learning disability. These individuals may have additional mental health, social or emotional needs and may present behaviours that challenge.

The Aitch Care Homes Group has been operating since November 2001 and has achieved some excellent results in terms of the standard of care provided and acclaim for its achievements in progressing service users with complex needs.

The company is committed to not only providing high levels of care and excellent accommodation, but also in developing a strong management team to maintain and develop these objectives.

The management team has a wealth of experience gained from the care industry, the property development industry and financial accountancy.

THE CARE STAFF

THE HOMES' WEEKLY ESTABLISHMENT FIGURES (typical at present based on assessed needs)

1 Home Manager	39 hour
1 Deputy Manager	39 hours
1 Assistant manager	39 hours
4 Senior Support Workers	156 hours
9 Support Workers	351 hours
4 waking night staff	140 hours

Total: 764 hours per week

This equates to approximately 5 staff members on every day shift (plus a member of staff from the management team) and 2 waking night staff.

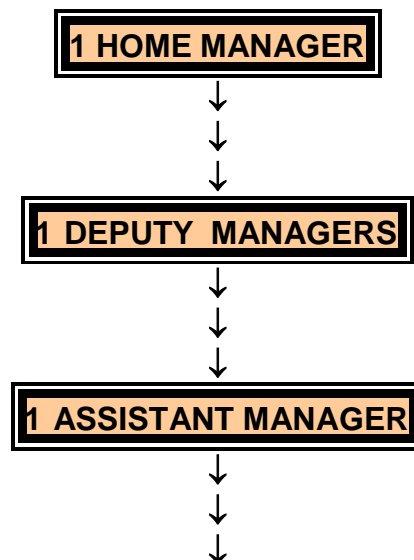
In addition to the above, the home has a trained 'bank' of support workers.

STAFFING HOURS OF THE HOME

The home is staffed between the hours of 7.00 am and 10.00 pm by the day staff and from 9.30 pm to 7.30 am by the waking night staff.

The home is also supported by a 24 hour 'On-Call' facility by the Home Management team.

ORGANISATIONAL STRUCTURE OF BRADWELL HOUSE



4 – DAY SENIOR SUPPORT WORKERS



9-DAY SUPPORT WORKERS



4 – NIGHT SUPPORT WORKERS



ADDITIONAL BANK WORKERS

EXPERIENCE AND QUALIFICATIONS

Sam long Registered manager

Sam Long has her NVQ3 and her NVQ4 in care as well as her registered manager's award, she is in the process of completing her diploma in learning disabilities level 4.

Sam has also completed courses in

First aid at work,
Moving and handling,
Food hygiene,
Health and safety,
Infection control,
Medication,
Epilepsy awareness
Administration of ste-solids, and Buccal
Autism awareness,
Protection of vulnerable adult's level one and two,
Person centred planning
Care practices.
Diversity
Mental capacity Act stage 1, 2 and 3
Dementia
Crisis Management
Mobile and bath hoist training
Supervisory and appraisal training
Supporting service users with G.P appointments.
Sensory deprivation awareness
Continence promotion
Hep B,C and aids
Loss, grief and bereavement

Risk assessments in management
Makaton
Trained trainer in administration of buccal Midazolam

Sam has been working within the care sector since she was sixteen and also has experience of how disability affects the family as she has a brother with disabilities who lives in a residential home. She has worked for ACH for two years, firstly as assistant manager then as deputy manager at Sheringham house, until she got promoted to the manger of Bradwell house in April 2008.

Stephanie Lea- deputy manager

Stephanie has her NVQ3 in care and also NVQ3 in promoting independence and has completed her NVQ level 4 in care and is now working towards her leadership and management level 4

Stephanie has also completed courses in

First aid at work
Moving and handling
Food hygiene
Health and safety
Infection control
Fire warden training
Medication training
Epilepsy awareness
Administration of Ste-solids and buccal diazepam
Autism awareness
Protection of Vulnerable adults level one
Risk assessments and the implementation
Communication with learning disabilities
LDAF
Mental capacity act
Challenging behaviours
Hepatitis B,C and aids
Crisis management
Dental health care
Continenence promotion
Disability living allowance and attendance allowance
Overview of the benefits system
MDS boots training (medication)
Client relationships
Supervisory management
Supporting service users with G.P appointments
Makaton
Mental capacity stage 1, 2 and 3
Trained trainer in buccal midazolam

Stephanie has been working within the care setting since she was sixteen years old (a total of 20 years). Before that she spent much of her time around people with disabilities as her mother and auntie both worked as nurses at leybourne grange hospital for people with disabilities.

John Martin – assistant manager

John has completed his NVQ3 in health and social care and has been working within the care sector for four and a half years. John started at Bradwell house as a support worker and then moved on to become a senior support worker. This year he became our assistant manager. He also has attended training in the following

- First aid at work
- Moving and handling
- Food hygiene
- Health and safety
- COSHH
- Medication awareness
- Crisis management
- Epilepsy awareness
- Ste-solids and buccal diazepam
- Autism awareness
- Communication with learning disabilities
- Infection control
- Supervision and performance management
- Mental capacity stage 1 and 2

Amelia Madejska – senior support worker

Amelia came to Bradwell from Poland where she had been working with the Red Cross, she has completed her NVQ 3 in care. She has completed her mandatory training and extra training days to meet specific client needs.

- Food hygiene
- Hoist training
- Adult protection
- Epilepsy awareness
- Fire awareness
- Infection control
- Administration of buccal midazolam

Natasha Lewis Senior support worker

Natasha has been in the care sector for 12 years working with the elderly. Natasha decided she would like a slight change in her direction and felt that joining Bradwell was a good career move. Natasha has the following training and courses

- NVQ 2 in direct care
- NVQ3 in direct care
- Moving and handling

Food hygiene
Hoist training
Adult protection
Conducting supervisions
Palliative care
Diabetes
Epilepsy awareness
Fire awareness
Infection control
Bereavement awareness
Mental capacity
Supervision and performance management
Challenging behaviour
Administration of buccal midazolam

Tracey Wood – senior support worker

Tracey has been working in care for four years; Tracey has completed her level 2 in promoting independence and is currently studying for her NVQ3 in health and social care. Tracey has the following courses under her belt.

First Aid
Moving and Handling
Food Hygiene
Infection control
Fire safety
Medication
Crisis management
Autism awareness
POVA
Communication with learning disabilities
Loss, grief and bereavement.
Administration of buccal midazolam

Samantha Coney – senior support worker

Sam has worked in the care sector for three years and is studying for her NVQ2 in health and social care. Sam has the following courses to her credit.

First Aid
Moving and Handling
Food Hygiene
Health and safety including COSHH
Infection control
Medication
POVA
Administration of buccal midazolam

Pawel Kepa – support worker

Pawel came to Bradwell from Poland where he had worked as a physical education teacher. Since starting at Bradwell over 2 years ago he has completed many training days and plans to start his NVQ2 in health and social care by August 2008.

First Aid
Moving and Handling
Food Hygiene
Health and safety including COSHH
Infection control
Crisis management
Epilepsy awareness
Ste-solid and Buccal
Autism awareness
POVA
Risk assessments
Boots MDS Awareness
Administration of buccal midazolam

Elzbieta Blasiak – support worker

Ela as she likes to be called is new to the care sector. Ela came to England from Poland to start her career in learning disabilities and has already completed some mandatory training including

Food hygiene
Health and safety
First Aid
Moving and Handling
Fire awareness
Administration of buccal midazolam

Sylvia Ball support worker

Sylvia is a new member of the staff team but has worked within a care setting at other homes for seven years. She has already completed many training days and once her probationary period has been completed she will begin her NVQ 2 in health and social care. Training to date includes

First aid at work
Moving and handling
Food hygiene
Health and safety
COSHH
Infection control
Fire safety
Epilepsy awareness
Protection of vulnerable adult's level 1
Sensory awareness training
Administration of buccal midazolam

Richard Maillie- Support worker

Richard has just joined us; he was very new to the care sector when he joined us. He has now completed his NVQ2 in care, other qualifications include

Administration of buccal midazolam

First aid (appointed person)

Food hygiene

Health and safety

Infection control

Medication course

Epilepsy awareness

Ste-solid and Buccal administration

Protection of vulnerable adults

Fire awareness

Buccal midazolam administration

Scott Breckenridge – support worker

Scott has been working within the care sector for four years . Scott also has attended training in

First aid at work

Moving and handling

Food hygiene

Health and safety

COSHH

Infection control

Crisis management

Epilepsy awareness

Administration of ste-solid and Buccal diazepam

Autism awareness

Protection of vulnerable adults level one

Risk assessments

Boots MDS training

Administration of buccal midazolam

Agata Niedzielska- support worker

Agata comes to us from Poland she has a degree in social rehabilitation. She has worked for Bupa in the past and other care homes . she has a keen interest in autistic spectrum disorders and also encourages the clients to keep up their fitness levels. Agata has just started studying for her NVQ level 2 other qualifications include

First aid

Moving and handling

Food hygiene

Health and safety

Infection control

Fire safety

Medication course

Protection of vulnerable adults
LDAF
Person centred planning
Buccal midazolam administration.

Piotr Niedzielski- support worker

Piotr comes from Poland and has a degree in social rehabilitation. He has worked for Bupa and other care homes. Piotr has just started studying for his NVQ level 2 other Qualifications include

First aid
Moving and handling
Food hygiene
Health and safety
Infection control
Protection of vulnerable adults
Fire awareness
Buccal Midazolam administration

Paulina Jagora - support worker

Paulina joins us from Poland where she worked for the Red Cross. After her probationary period Paulina will be supported to complete her NVQ level 2 in care. Over the coming months Paulina will be supported to complete her mandatory training as well.

Huw Walters – support worker

Huw is new to care and has now completed his probation and is now working towards his NVQ level 2 in care. Other qualifications include

Food hygiene
Health and safety
Infection control
Fire safety
Medication administration
Protection of vulnerable adults
Buccal midazolam administration.

Emma Simpson - night support worker

Emma transferred to us from another ACH home where she worked as a senior support worker. She has completed her NVQ level 2 in care and has completed the following certificates

Induction programme
Manual handling
Appointed person first aid
Non violent crisis intervention
Care of medication

Health and safety work
COSHH
Food hygiene
Buccal midazolam administration
Equality and diversity
Infection control
Fire safety
Protection of vulnerable adults

Ayo Oloruntoba night support worker

Ayo has been with Bradwell house for 18 months and has completed many training courses and has completed his NVQ2 in health and social care at the present time. He has worked in care for five years, before he moved to the United Kingdom Ayo worked as teacher in Nigeria other training includes

Moving and handling
Health and safety
COSHH
Infection control
Protection of vulnerable adult's level1
Communication with learning disabilities
Boots MDS (medication) training
Administration of buccal midazolam

Ellecia Edwards night support worker

Ellecia is a new member of staff to Bradwell house, she has spent time in Germany with her husband and since moving to united kingdom she has been looking after her children. This is Ellecia's first job in care and she has completed her NVQ2 in health and social care, and has also undertaken all mandatory training required.

Katarzyna Smigowska night support worker

Kasia joins us from Poland, she is a qualified psychotherapist. She has worked in the pilgrim's hospice before joining ACH. She will be supported to complete her NVQ towards the end of 2009 and has completed many mandatory courses.

Kate Garcia- Bank support worker

Kate has her NVQ 3 in care and has over 12 years experience including three years with elderly clients. Kate also has attended training courses in the following

Moving and handling
Infection control
Medication

Crisis management
Epilepsy awareness
Administration of ste- solids and buccal diazepam
Autism awareness
Protection of vulnerable adult's level 1
Loss, grief and bereavement

SERVICE USERS

Bradwell house is a registered learning disability ten-bedroom home for mixed sex service users between the ages of 18 and 43 who are registered as having a learning disability. Their needs can be complex and can sometimes present a challenge to the service. Some of the service users present with autism and/or epilepsy and other associated health problems.

The home does not provide nursing care but does support the clients with their personal care needs, while continuing to encourage independence skills in all areas of their lives.

The aim of Bradwell house is to encourage all service users to continue to practice independent living skills they have already acquired and to help them to learn more. With the final goal for some of moving on into more independent living.

The nature of our client group makes them vulnerable to exploitation in various ways. In order to promote the safety of the clients all staff are encouraged to gain as much training and knowledge as is possible.

The staff team come from a variety of backgrounds and some have personal knowledge of life with family members with disabilities. With the diverse training provided for staff this enables them to support the service users to access a variety of activities and learning opportunities. Because of the complex needs of the client group specific training is undertaken by staff to ensure the best possible service is on offer and the best possible outcomes for all service users.

All service users are being supported to complete person centred plans with which we build care plans, support guidelines and risk assessments. We are currently looking to change the way we develop the care plans to ensure they include the goals and aspirations of the service users. These plans will be reviewed regularly with the input from the service users, care managers and other appropriate persons that the service user chooses to involve. The service users have recently been involved in a quality assurance exercise and with theirs, family members and social services help we plan to move the service forward. With the findings of the quality assurance exercise (completed in January 2008) we have identified our strengths and weaknesses and with discussions with the team have identified ways to improve the service we provide for all

service users. We will continue to audit the service we provide and continue to make improvements where necessary.

All staff are supported to understand that all clients have a right to choice, dignity and respect and all support is provided to ensure this is taken into account at all times. The staff at Bradwell strive to ensure that all service users are treated as individuals and able to access the community and what it has on offer. Service users benefit from the network support of the local learning disabilities team, the local care management team also we access a full range of private companies such as riding for the disabled association, Gillingham ice skating rink, Ashford bowling alley and Faversham soft play area.

Bradwell has a respect for the equal opportunities framework and understand the importance of working within the care standards and the government white paper, valuing people. It also identifies the importance of working with families as they are often the best people to provide us with guidance around their family members.

THE ADMISSION CRITERIA

1. Interested parties would be invited to view the home
2. Following these visits, should the home be identified as suitable, the Client Placement Executive and Home Manager would then visit the prospective service user and a full assessment would be carried out to identify whether the home could meet the service users assessed needs.
3. The Home Manager would invite the prospective service user to visit the home and meet the other service users and staff. If the service user liked the home, they would be offered further visits and a possible over-night stay before they made up their mind to move in. an emphasis is placed on compatibility with existing service users.
4. During the interim period, key professionals/family members would meet to exchange any information which would facilitate a smooth transition for the service user
5. The relevant authorities would be required to confirm acceptance of the placement and their financial responsibility.
6. The organisation would provide the service user with a written and costed contract, and terms and conditions.

7. A minimum 'settling-in' period of three months would be offered for long-term placements, followed by a review with the service user and relevant parties, including existing service users.
8. On admission, the Community Learning Disabilities Team would be informed and an agreement of continuing care made.
9. The service user would be registered with a local G.P. and other care professionals
10. There will be no emergency admissions without a full assessment having been undertaken by ACH.

SOCIAL ACTIVITIES, HOBBIES AND LEISURE

At Bradwell house we believe that social activities are important and with the help of the new person centred planning we are able to identify each clients personal choices and preferences.

We have a comprehensive activity plan that identifies person centred activities requests and enables us to ensure appropriate staff support is available to meet these requests. For activities that include ice skating, spa, swimming, bowling, soft play area and the cinema

We understand that some of our service users require a structure to their day, but we also have service users that feel more comfortable with making choices on the day based on how they feel. They are encouraged to maintain contact with family and friends through visits to them or to Bradwell and we also have regular parties that all are invited to. Bradwell house promotes an open door policy and no one is expected to book appointments to see their family members.

Every encouragement is provided to expand a clients life experiences by sampling activities they may not necessarily have chosen or thought of for themselves.

SERVICE USER INVOLVEMENT/PARTICIPATION

The aim at Bradwell House is that our service users are given as much choice as possible and are actively involved in the home's decision making, however large or small their participation may be.

We acknowledge that this may be difficult at times, as some of our service users have non-verbal communication. Therefore we develop formats appropriate to the service users' needs to support them to make choices. We use Makaton and enlist the help of Speech Therapists and other care professionals to assess some of our service users needs, so that we can ensure that we are working in the right direction.

All service users have their own bank accounts and will be encouraged to manage their own financial affairs as much as possible.

If decisions have to be made on the service users behalf, this will be recorded in their Care Plans along with the reason why the decision had to be made.

We work with Independent Advocacy Services for our service users. Advocates work with the service users on a 1-1 basis to get to know them and their needs, in order to effectively work with them in the future.

For some service user's medication is an important part of their well being and through assessment a decision can be made as to whether it is appropriate for service users to self medicate. At this point in time we have no service users with the ability to safely self medicate however systems are in place including a lockable space if the occasion arises

FIRE PRECAUTIONS AND EMERGENCY PROCEDURES

The Home Manager has ultimate responsibility to ensure that all fire precautions and emergency procedures are carried out within the home.

The home designates Health & Safety Representatives who are responsible for carrying out the weekly/monthly fire checks, which include fire alarm and emergency lighting tests. Fire evacuations are carried out three monthly and a record maintained in the Health & Safety folder.

The home has an annual maintenance contract for the servicing of fire extinguishers, fire blankets, alarm systems, emergency lighting and automatic fire doors,

Risk Assessments are in place and are assessed yearly or sooner if necessary.

All staff must be involved in a fire evacuation at least four times a year . All receive annual fire training, which is recorded in their training file.

Fire action signs are on display throughout the home.

All employees have a responsibility to report immediately any concerns around fire or health & safety.

As some of our service users are not able to communicate verbally and do not understand the written word, the home will produce a pictorial fire procedure.

MEETING THE SERVICE USERS SPIRITUAL NEEDS

Service users at Bradwell House are given every opportunity to follow their religious beliefs. At Bradwell we promote clients choices in their faith and will support them in every way possible including, diet, attending places of worship, wearing appropriate clothing and any other area they request support in.

ARRANGEMENTS MADE FOR CONTACT BETWEEN SERVICE USERS AND THEIR RELATIVES AND FRIENDS

ACH believes that it is important for service users to maintain contact with their family and friends, but further acknowledge that it may be their choice not to do so. We support any choice they make on this matter.

Whatever their choice, staff at Bradwell House will do their utmost to ensure that our service users maintain contact if they wish to do so and that there is always a welcoming atmosphere when friends and relatives do visit.

The home has a separate room where guests can be entertained in private. Service users can entertain guests in their own bedroom if they wish.

Service users have full access to a telephone, webcam and internet.

We acknowledge that service users may have friends in other areas – it is our aim to help our service users maintain contact with these friends.

The home has its own fully air-conditioned people carrier and arrangements can be made to drop off service users with their family or friends and pick up

later. We can also pick up family and friends and bring them to the home if necessary.

THE COMPLAINTS PROCEDURE

Aitch Care Homes (London) Limited endeavour to provide the highest quality service under our Quality Assurance Procedure and to ensure the smooth running of the home. However, we recognise that, on occasions, things do go wrong, and if they do, we are committed to putting them right. The Management of ACH will deal with any complaint professionally and compassionately, under the following complaint procedure.

We recognize the importance of the right for anyone to give voice to any concerns they may have regarding the care or related aspects to Bradwell House. To avoid conflicts of interest for the staff we will endeavour to ensure that all residents have access to an independent advocate.

Information of the whereabouts of the Complaint Book is available to visitors in the office. Staff will be advised of this procedure on induction and residents informed of the procedure at the time of moving in.

All residents' will have a copy of the complaints Procedure. We have adapted the procedure into a format that is accessible to residents', by using signs and symbols. Further adaptations will be made depending on the level of understanding of the individual.

All complaints, whether they are communicated verbally or in writing will be dealt with via the following procedure:

1. Any member of staff taking a complaint must take the details down in writing, if verbally communicated.
2. The complaint will be passed immediately to the relevant Manager.
3. The Manager will consider the complaint and give the complainant and the appropriate parties formal, verbal acknowledgement within 24 hours of the complaint being lodged. This will include an indication of the intended actions within the investigation and a formal written confirmation sent within 7 working days.
4. Actions will be discussed between the agency and any other parties involved and the outcome will be decided upon on a joint basis.
5. A written record will be kept of the complaint at all stages.
6. Should the complaint be of a nature that is more complex, and the Manager cannot come to an agreeable outcome with the involved parties,

the Managing Director of ACH will consider the complaint and work with the parties to come to an agreement.

Investigating a complaint;

All complaints will be acknowledged by letter, within 7 working days. The letter will clearly detail the name of the member of staff investigating the complaint.

The investigating member of staff may contact the complainant for further information, and will carry out initial enquiries. If the problem or difficulty can be resolved in a straightforward way, the member of staff will take whatever steps are necessary, and write to inform the complainant what will be done.

The complainant will receive a reply within 28 days of the complaint being received. The reply will detail the result of the investigation and what action will be taken.

Investigating a complex complaint;

If the complaint is complicated, it may take longer than 28 days to investigate. In such cases, a letter will be sent to the complainant explaining that the investigation will be completed within 3 months, unless the time limit is extended with all parties agreement.

The investigating member of staff will conduct a full investigation. This may include more detailed discussions with the complainant and other people. There may be formal meetings, which will be properly conducted and recorded. A person of their choice to help and support them at this stage of the procedure may accompany them if they wish.

The investigating member of staff will write a report when the investigation is completed. The complainant will receive a reply detailing the conclusions and recommendations of the investigator.

Appeal

Should the complainant not feel that satisfactory resolution has been achieved through informal measure they may appeal using the company's grievance procedure.

Monitoring

All complaints will be retained in the complaints file. Formal complaints of harassment will be monitored to identify any patterns to ensure that no victimization occurs.

during induction staff will be trained on dealing with complaints if harassment, the Whistleblowers' Charter, equal opportunities and documentation of complaints. It is the responsibility of the staff to acquaint themselves with and abide by all and each of the issues current for the time being of the company's dealing with complaint procedure.

All persons have the right to make a complaint to the Inspection Officer:

The Inspection Officer
Care Quality Commission
City Gate, Gallow Gate
Newcastle Upon Tyne
Telephone Number: 03000 616 461

On occasions of a Complaint of Harassment or in conjunction with the Whistleblowers' Charter, this may invoke the need to implement our disciplinary procedure.

Grievances are considered as seriously as complaints and both Clients and Staff are encouraged by the Management at ACH to voice any such grievance.

ARRANGEMENTS MADE FOR RESPECTING THE PRIVACY AND DIGNITY OF SERVICE USERS

It is not always easy sharing a home with other service users, so it is important therefore, that staff and service users are aware and respect each others need to privacy and dignity.

At times, service users enjoy the peace and solitude of their own bedrooms and both the staff and other service users should respect this right to privacy. Staff therefore, should not enter any service user's bedroom without knocking first and being invited in. This also should apply to other service users and they are reminded that they should not enter any other service user's bedroom without permission. Staff also need to gain permission to show anyone into a service users bedroom for maintenance purposes.

Each service user has a key to their own bedroom, although not every service user takes advantage of this facility. They also have a locked facility within their bedroom in which to keep their valuables. Any infringement of this right would be discussed with the service user and family and would be documented in their Care Plan.

Bradwell House has one communal lounge area and one dining room downstairs. It also has a separate room downstairs where service users can entertain guests in private.

The dignity of the service users is of utmost importance and must be maintained at all times, especially with service users that require support with their personal care.

SPECIFIC OR ALTERNATIVE THERAPIES USED IN THE HOME

We provide in-house aromatherapy sessions, using a qualified local aroma therapist. We are in the process of building and planting a sensory garden that incorporates the needs and wants of all our clients and all have been involved in the planning. The sensory garden has been designed to incorporate the main senses of sight, sound, smell, touch and taste. We also have access to the local spa for three of our service users, which will incorporate their specific needs, and the more capable service users have opportunities to access local swimming pools.

REVIEW OF SERVICE USERS SUPPORT PLANS

Review of all service users support plans is held in consultation with the service users and their family/representatives/advocates at least annually. Should a service user wish to review their plan more frequently than this, then arrangement can be made for them to do so.

Although support plan review meetings would generally be multi-disciplinary and relatives, advocates and Social Service representatives be invited, the final decision on who is invited would be with the service user themselves.

The support plans at Bradwell House are currently produced in both written format, according to each individual's needs, however there is plans to include pictorial format. Each plan will be person centred and will be drawn up with the service user during key worker meetings, with assistance from other staff as and when required.

If for any reason the support plan needs to be revised, this would be in consultation with the service user and their advocates.

THE ACCOMMODATION PROVIDED

Bradwell House is adapted for the purpose of being a Registered Care Home,

The downstairs accommodation consists of a hallway, office, lounge, laundry, dining room, visitor's room, kitchen, two lavatories, one assisted bathroom and four bedrooms with en-suite bath or shower and toilet facilities.

The upstairs accommodation consists of six bedrooms with fully en suite bathrooms. There is also one extra communal lavatory.

The communal room sizes are as follows (measured in square metres):

Lounge – 29.0

Dining Room – 20.7

Visitors Room – 10.0 (approx)

The bedroom sizes are as follows (measured in square metres):

Bedroom 1 – 13.3

Bedroom 2 – 12.9

Bedroom 3 – 12.5

Bedroom 4 – 15.7

Bedroom 5 – 12.6

Bedroom 6 – 12.9

Bedroom 7 – 14.4

Bedroom 8 – 14.4

Bedroom 9 – 12.4

Bedroom 10 – 15.6

External doors are operated by a key fob system for security reasons. Service users are issued with these where appropriate. Each bedroom has a chest of drawers with a lockable drawer facility in which service users can keep any valuable items. They are issued with a key for this facility and a key to their bedroom door.