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## Statement of Purpose

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This document has been written in accordance with the Care Standards Act 2000 and the Care Quality Commission. A copy will be issued to each service user and a copy will also be available at reception. The document will be reviewed every six months unless circumstances dictate that it should be reviewed sooner.

### Caveat

Please note, following the introduction of the Care Standards Act 2000 we must point out that this Home does not fully meet the new regulations relating to floor space required for a fifteen bedded residential care home.

### Aims and Objectives

The Management of Thornlea Care Home pride themselves on providing a highly quality professional care service for the elderly, with a personal touch. We are pleased to accept residents for long term, short term, convalescence and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a home where individuality is emphasised, with staff that have time to give attention to small detail, and where they have the choice of enjoying the company of like-minded fellow

residents.

### **Thornlea's six Tenets of Care (The Residents' Rights)**

- PRIVACY** - The right of a resident to be left alone and undisturbed whenever they wish or to see visitors in private.
- DIGNITY** - The understanding of a resident's needs and treating them with respect.
- INDEPENDENCE** - Allowing a resident to take calculated risks, to make their own decisions and think and act for themselves.
- CHOICE** - Giving a resident the opportunity to select for themselves from a range of alternative options.
- RIGHTS** - Keeping all basic human rights available to the residents, including local and national electoral voting.
- FULFILMENT** - Enabling the resident to realise their own aims and objectives and assist them in achieving those goals in all aspects of daily living.

### **Philosophy of Care**

Thornlea Care Home aims to provide its residents with a secure, relaxed and homely environment in which their care, well-being and comfort are of prime importance.

Carers will strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere and in so doing will be sensitive to the residents' ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional or social.

Residents are encouraged to participate in the development of their Care Plans in which the involvement of family and friends may be appropriate and is greatly valued. This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, social interaction with other residents and with recognition of the six tenets of our care which are the core fundamental values of the philosophy of our Home; i.e. Privacy, Dignity, Rights, Independence, Choice and Fulfillment.

All care staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate legislation, regulations and the Care Quality Commission.

### **Details of Staff Numbers and Staff Training**

The home employs a Manager, Deputy Manager, Senior Carers, Care Assistants, Cooks and Domestic staff. (Their names and pictures are on display in the front porch area of the Home). The Home's staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references checked thoroughly along with the statutory criminal records checks.

During induction all staff is trained in-house by experienced qualified senior staff in

the following critical subjects:

- Care code of conduct
- Confidentiality
- Rights of clients
- Health and Safety
- Food Hygiene and Safety
- Personal Care Tasks
- Care Assistants Responsibilities

The home insists that all Care Assistants hold a minimum of NVQ level 2 in Care. All new members of staff must train to achieve this important qualification.

The home also sends selected staff on external training courses for such topics as Food Hygiene, Care of the Elderly, First Aid, Drugs Practice, etc.

### **Accommodation**

The bungalow home has one twin bedded room and 13 single rooms.

### **Social Rooms:**

There are two spacious lounges and two separate dining rooms, all centrally heated. Residents are encouraged to use these public rooms, however, residents who choose to stay in their own rooms may do so. Smoking, whilst generally discouraged within the Home, is allowed in the front lounge.

### **Admission**

Clients interested in coming to Thornlea Care Home are encouraged to visit the Home and sample the atmosphere and level of service. Often day-care is available in order that the client may get to know the staff and adjust to new people and surroundings before actually being admitted.

A month's trial period is always given before taking permanent residency.

Our registration enables anyone of 65 years or over to stay at Thornlea, provided we can meet their assessed care needs. (If you are under 65 please speak to the Registered Manager as our registration is 'flexible' subject to certain criteria being met).

### **Financial Arrangements and Accommodation Charge**

We are committed to providing value for money within our comprehensive and caring service. The accommodation charge is dependent upon:

- 1) The type of facility required, and
- 2) The type of care package and needs of the individual resident

Residents can either pay their accommodation charge privately or receive benefits arranged by Social Services. The current rules governing Social Service benefits can be complicated and specific advice is available from the Home Manager.

### **Accommodation Charges - What is included**

- Fully trained staff in 24 hour attendance
- Good home cooking with provision for special diets
- Computer and internet access with WIFI
- Flat-screen televisions in all bedrooms
- In-house Laundry Service
- GP/Nurse visits, both in-house and at the local surgery
- Nurse-call System in all rooms
- In-house entertainment
- Courtesy car

### **Accommodation Charges - What is not included**

- Dry cleaning
- Weekly in-house hairdressing
- Six-weekly in-house visits from a private state registered chiropodist
- Private phone installation and calls
- Toiletries
- External day-care services (provided by Age UK)
- Newspapers

### **Privacy and Dignity**

Staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents' ever changing needs.

### **Smoking and Alcohol**

Within Thornlea we operate a non-smoking policy, due to health and safety reasons. However, there are external areas in the grounds where smoking is permitted. With regard to alcohol, residents will normally make their own arrangements but, as with smoking, may require supervision.

### **Fire Safety**

- The Home has a modern Fire Alarm System fitted with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the Home, as advised by the local “Fire Department”.
- Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy. This includes use of the homes fire appliances, evacuation, muster points, raising the alarm, etc. Residents are informed of

the emergency procedure during admission.

- A fire exercise is carried out weekly which ensures all staff and residents have a comprehensive understanding of their responsibilities. A full fire drill is conducted monthly, which involves “theoretical” evacuation of the Home and all the fire systems and alarms tested.
- All fire doors within the Home that may need to be held open for the aid of residents’ mobility are fitted with ‘Dorgard’ sound activated door closure devices.
- All fire-fighting equipment is checked annually by a qualified fire extinguisher maintenance engineer.

### **Religion (Worship/Attendance at Religious Services)**

Residents may attend religious services either within or outside the home as they so desire. A local lay preacher is available for Home visits as are local clergy. If services are outside the home, the staff will be only too pleased to arrange transport and an escort if appropriate.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

### **Contact with Family and Friends**

Resident’s family, relatives and friends are encouraged to visit the resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help may be needed.

Visitors will be welcomed at all reasonable times and are asked to let the person in charge know of their arrival and departure from the home. For Security and Fire Safety reasons, visitors must sign the visitors’ book on each occasion.

A private room is available for residents and their visitors, if needed.

The resident has the right to see all visitors in private and a room will be made available if they so wish.

The resident has the right to refuse to see any visitor and this right will be respected and up-held by the person in charge who will inform the visitors accordingly

### **Care Plan Review**

Once developed the Care Plan will be regularly reviewed to ensure that the resident is responding to everybody’s mutual satisfaction. Adverse reaction to the Care Plan by the resident will result in an immediate review of the Care Plan by the named carer, Manager, senior carer and other members of care staff as necessary.

In general, the resident (or their representative) is asked to sign the care plan to agree their acceptance.

Family and relatives will be encouraged to participate in the resident's daily routine as far as is practicable and are invited to monthly formal reviews, when applicable. Residents and their relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

The Care Plan is reviewed at three levels:

- Daily, on a shift-to-shift basis. At staff shift changeover the resident's daily care notes are handed by the out-going shift to staff on the in-coming shift and the resident's responses and activity patterns discussed as needed. Changes to the care plan may be proposed at this point.
- At the end of the four week settling-in period.
- Thereafter a formal review is held with care staff by the Management on a monthly basis.

All amendments to the care plan will require the authorisation of the Home Manager or senior carer. Certain amendments may require the authorisation of the resident's GP. All amendments to the Care Plan are recorded in full.

As part of the Gold Standards Framework in Care Homes, Thornlea Care Home also encourages residents to complete a 'Preferred Priorities of Care' document in order that the care team know your future care preferences in advance, in case there is a healthcare emergency.

### **Complaints**

If as a resident, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the complaints register, which is available from the person in charge. A full investigation will be made into the complaint and you will be advised of the results as soon as possible.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer, then you should contact the Care Quality Commission whose address is contained in the Home's Complaints Procedure and the Contract of Residency. Also contained therein are the contact details for your local Social Services Department and Protection of Vulnerable Adults team who may also be of assistance to you.

### **Bereavement**

In the unfortunate event of bereavement the family can expect every possible support and consolation from staff.

Whereas funeral arrangements are usually made by the next of kin, the Home Staff can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements.

### **Therapeutic Activities**

The home policy on “Therapeutic Activities” takes into account the clients interests, skills and medical condition. The home offers a wide range of activities designed to encourage the client to keep mobile and most importantly take an interest in life.

Staff encourage and help clients to pursue their hobbies and interests:

**Amongst the staff employed at Thornlea, there is a resident Activities Coordinator.**

**Clients can play the following games using the equipment that is designed for fading sight (when needed):**

- Cards
- Scrabble
- Bingo
- Draughts
- Ball games feet or hand.

**Activities with the staff on a daily basis**

- Chatting to Individual Residents.
- Going for walks.
- Manicures.
- Playing games, quizzes, etc.
- Armchair exercises.
- Reading letters/magazines/newspapers.
- Helping to choose Library books.
- Music and sing-a-longs.
- Maintain life-long hobbies, crossword puzzles, jigsaws, etc.

In addition Thornlea regularly has entertainers visiting the Home.

**Outings** - All outings are geared to clients' needs and capabilities. Examples of outings are listed below:

- A visit to a local tourist attraction.
- A shopping trip or walk around the local parks and gardens.
- A visit to a pantomime, theatre show or play.

### **Leaving or Temporarily Vacating**

If a person wishes to be discharged from the Home, then 4 weeks' notice must be given in writing, or 4 weeks paid in lieu of notice. These conditions are waived during the 4 week trial period. If a resident temporarily moves out of the Home (e.g.



to receive hospital treatment) the bed is retained for a period up to six weeks at the full weekly accommodation charge and thereafter the accommodation will be retained at a cost of 80% of the accommodation charge for a period of time as agreed between Thornlea Care Home and the Resident or his/her representatives, unless four weeks termination of contract is given by either party to the other. In the case of social work funded residents, this retention period would be reviewed by the Home Manager.

### **Monitoring and Quality**

Within the Home, there are various systems which ensure that close monitoring is maintained on all of the Home's services and procedures. Attention to the smallest detail is pivotal to everything that we do.

An important part of our quality programme is to involve the residents and their relatives. We regularly ask for comments on the Home, staff and services we provide and conduct regular resident meetings to obtain feedback from the care we provide.

### **Pets**

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all residents with regard to health and safety although this is not to say we do not permit pets. The Manager will treat each case dependent upon need and circumstance and the number of pets already at the home.

**A white 'Irish Fancy' canary currently resides in Thornlea Care Home.**

### **Medication**

If a resident wants to be self-medicating and is safe to do so then all help and advice is given. Otherwise, all drugs will be managed by the staff and dispensed and ordered for them under the instructions of the Doctor. Any resident may request to see a doctor in private, if they wish.

Should a resident wish to self-medicate the Home asks that they put this in writing.

### **Telephone**

The Home has a phone, which can be used by the residents for incoming calls in the privacy of their own room. It can also be used for outgoing calls at a nominal fee. Residents may have their own private line through British Telecom at the appropriate connection and rental rate.

### **Meals**

Menus will be varied and favourite dishes and special diets can be catered for. Residents are encouraged to eat in the dining room but may eat in their own room if they wish to.

Tea, coffee and other hot drinks are served and are available 24 hours a day and visitors are also catered for.

### **How to Contact External Agencies**

Whilst staying at Thornlea you may require the services of a solicitor, accountant, bank manager, advocate or the Citizens Advice Bureau, for example (this is not an exhaustive list). If you require contact numbers and addresses for any one of these professionals please do not hesitate to ask the Manager or any member of staff who will be only too pleased to assist you.

The Home also has letter headed stationery available for any resident who requires this.

### **Residents' Opinion**

The Home has a compliments file which everyone is able to see. Within this file are satisfaction questionnaires which have been completed by existing and past resident's and their families and friends. Questionnaires are also available for the new residents to complete, when they wish to. Any additional views which you wish to have recorded may also be put on this file, whether anonymously or not. Please ask to see the file.

Regular resident meetings are held for feedback, suggestions and requests and the care team are always on-hand to provide immediate support to individuals as and when needed.

### **Notes for Residents, their Relatives and Friends - Local information**

Thornlea Care Home is situated in a tranquil setting in the South Shore area of Blackpool. To the rear of the Home is a mature, landscaped garden and to the front is a lawned garden with a parking space.

The area is well serviced by frequent rail and bus services, a local motorway connection and a local airport is within half a mile of the Home.

Highfield Road shopping area is within five minutes' walk of the Home and offers a variety of shops including food stores, haberdashery shops, chemists, a post office and newsagents.

There is also a delightful park and gardens on Lytham Road within ten minutes' walk from the Home where the local community congregate on warm summer days.

Blackpool is a hive of activity throughout the year with both indoor and outdoor activities to suit all tastes, both young and old. All these activities are within a short bus or taxi journey from the Home.

### **Facilities**

**Rooms** - All rooms are comfortably furnished and have colour television and individual nurse call systems. Personal items are encouraged where space allows. We have 13 single rooms and one double room. We cater for respite,

long-stay and short-stay alike and accept private funding or Social Services funding. Our accommodation charges are very competitive and are dependent upon a 'pre-assessment' of need to determine what level of personal care is required. Please refer to your individual "Contract of Residence" for more details or contact a member of the Management Team for further information.

**Care** - Highly trained and experienced staff will provide 24 hour care. On-going staff training is continuously maintained.

**Chef** - Our chef will ask each day what our residents would like to eat. A choice of menu and individual requirements will be discussed on admission and this will be on-going.

**Laundry** - An in-house laundry service is provided for all residents.

**Administration** - Assistance and time needed for all personal needs and requirements will be met with the utmost discretion.

**Visiting Services** - e.g. Doctors, dentists, chiropodists, hairdressers (of the residents' choice), etc. all visit the Home. Also additional services will be provided at the residents' request such as homeopathy, as will visits from the local clergy. Equally transport to and from local church services, with an escort if needed, will be provided

**Transport** - A courtesy car will be available at all times.

**Stationery** - Care Home stationery for letter writing is also available together with a postal service. Staff are on hand to offer any assistance necessary. A word processor is also available (along with training) if you require this and the Home has a fax machine should any residents wish to use this service.

**SKYPE** - A SKYPE service is also available to all residents and their families.

**Bluetooth** - Thornlea has a Bluetooth WIFI internet service throughout the Home along with a communal computer for resident use.

**Age UK** - Age UK provide an external day-care service a short distance from the Home, should any residents wish to access this service.

**Visitors** - A private room is available for residents and their visitors, if needed.

**Dining areas** - There are two separate dining areas.

**External grounds** - There are two external decked areas along with a mature, level access, private rear garden for resident use.

### **Further Information**

We will endeavour to make your stay with us as happy as possible by providing the best care and ensuring that your individual needs are fully satisfied and that includes serving you with your favourite meals.

Visiting hours are unrestricted. However, if you intend to visit the Home outside of 9.00 am to 9.00 pm please could you let the staff on duty know beforehand, as the external doors will be locked for security reasons.

Jewellery, cheque books and money belonging to residents can be stored in a secure place in the office for safe-keeping. (The management cannot be held responsible for loss of money or valuables not in safe-keeping). We do ask that we be informed if a resident is keeping a large amount of cash in their room. Lockable cabinets and/or

safes are available should our residents require these as are locks on bedroom doors.

Staff do not expect, nor are allowed to accept, gifts and to do so contravenes their terms and conditions of employment.

During your stay should you have any questions or wish to make any personal requests please talk to a senior member of staff who will be pleased to deal with the matter on your behalf. Should you have any suggestions to make concerning our activities programme we will be delighted to hear from you. Your well-being and happiness are our priority and if there is anything at all that we can do to improve the quality and enjoyment of your stay with us please do not hesitate to let us know.

### **Thornlea Care Home Complaints Procedure**

The Management of this Home are committed to the highest standards throughout but from time to time residents, their families or representatives, or members of staff may wish to make a complaint. The following procedure should be adopted.

#### **Informal Complaints**

These are day to day complaints which can usually be resolved relatively simply.

- 1) The person complaining should direct the complaint in the first instance to the senior care on duty.
- 2) The senior carer will discuss the matter with the complainant and try to resolve the problem there and then. If appropriate, details of the complaint will be noted so that there is no reoccurrence of the problem.
- 3) If it is not possible to resolve the complaint, arrangements will be made for the matter to be brought to the attention of the Manager who will investigate the complaint in more depth and again attempt to resolve the matter.
- 4) If the matter cannot be resolved the complaint should be dealt with as a formal complaint using the procedure laid down below.

As an alternative to the above, the person complaining may wish to enter the complaint in the book kept for this purpose in the office. The entries in this book are reviewed at regular intervals and in addition, at regular staff meetings.

#### **Formal Complaint**

These procedures are usually of a more serious nature that are not able to be resolved by the informal procedure given above.

All formal complaints should be made in writing and addressed to the Manager who is empowered by the owner to investigate complaints on his behalf.

On receipt of a formal complaint the Manager will;

- 1) Acknowledge the receipt of the letter of complaint promptly (within 24 hours)
- 2) Advise the complainant in writing of the action that will be taken to investigate

- and resolve the complaint (within 7 days)
- 3) Conduct an investigation into the matters surrounding the complaint and try to find a satisfactory solution.
  - 4) Inform the complainant in writing of the outcome of the above (within 28 days).
  - 5) Unless specifically requested otherwise, record the details of the complaint and the resolution of that complaint, as applicable, both in the resident's file, the Home's complaints file and, if applicable, the employee's personnel file.

### **Further Action**

If the matter still remains unresolved, the complainant should submit the complaint in writing to the owner who will attempt to find a solution to the difficulty and bring the matter to a conclusion.

### **Right to take a complaint to the Care Quality Commission**

After exhausting the above procedures the complainant has the right to take his/her complaint to the Officers appointed by the Care Quality Commission to investigate the complaints made against Care homes in this area. As a result of this, Social Services may also become involved along with the Protection of Vulnerable Adults department.

The addresses for the above are as follows;

**Care Quality Commission (CQC) North West  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA**

**Tel. 03000 616161**

**E-mail enquiries@cqc.org.uk**

**Protection of Vulnerable Adults  
Safeguarding Adults Team**

**Tel. 01253 476921**

**E-mail - safeguardingadults@Blackpool.gov.uk**

**Or**

**Social Services Direct**

**Tel. 01253 477592**

**E-mail - socialservicesdirect@Blackpool.gov.uk**

### **Exceptions**

Exceptionally, where the complaint is of an urgent nature, or where it is directed at a senior member of staff, the owner should be approached directly.

Staff complaints concerned with working conditions are usually dealt with through the Staff Disciplinary and Grievance procedure as laid down in the Staff Handbook.

## **Residents Charter**

### **Service Availability**

Services are freely provided at Thornlea Care Home to all who need them.

### **Care Provision**

Care is provided to all residents and is tailored to the individual need.

### **Environment**

It is our aim to care for you in an environment which is welcoming, clean, comfortable and safe.

### **Choice**

It is our aim to make you as comfortable as possible. Please understand that you have choices regarding such things as the decoration of your room, the positioning of furniture, the time you get up in the morning and go to bed at night, the food that you eat, etc. Please exercise your right to choose.

### **Personal consideration and respect**

We will respect your privacy, dignity, Religious and cultural beliefs at all times and in all places.

### **Confidentiality**

We understand and acknowledge the reasons for personal confidentiality.

### **Information**

Information about Thornlea Care Home is widely available to the public. Information is accessible via the local hospitals/clinics, your general practitioner and through the advertising and marketing the Home undertakes.

### **Comments on Services**

We will welcome your comments on our services. Feedback from residents, their families or representatives is important to us and this information will assist us greatly with our aim of striving for continuous improvement. You will also be encouraged to make comments via our Residents' Committee which meets frequently. If at any time you feel it necessary to complain please see the Home's complaints procedure.

## **Resident Rights at Thornlea Care Home**

### **The Right of Fulfilment**

To assist residents to achieve their full potential capacity, however small, in respect of their physical, intellectual, emotional and social needs.

### **The Right of Dignity**

To preserve the self-respect of residents by;

- Maintaining status
- Affording privacy in space, belief and opinions
- Recognition, and use, where appropriate, of talents
- The practice of courtesy and respect toward residents at all times

### **The Right of Autonomy**

To maintain a resident's right to self-determination and freedom of choice, subject to the limitations of group living, the provision of choice, with assistance where necessary, to express wishes and preferences, including external help (e.g. Doctor, solicitor, etc.)

**The Right to Individuality**

To respond to the individual needs of residents, to enable them to maintain their particular identity in respect of beliefs, opinions and reasonable idiosyncrasies.

**The Right to Esteem**

To recognise the qualities, experiences, talents and previous higher status of residents. To get to know relatives and visitors, to then use this information to maintain the morale of individual residents.

**The Right to a High Quality of Life**

To expect a wide range of normal activities to be available, to enable a resident to exercise freedom of choice, and to provide opportunities to go out shopping, visiting, etc. To provide facilities for residents to follow their own particular religious or political pursuits, and to recognise the necessity for privacy, at times, to carry them out.

**The Right to Freedom of Emotional Expression**

To maintain the resident's right to have normal opportunities to develop personal relationships within and outside the home.

**The Right to Take Risks**

To allow residents to undertake activities which contain an element of risk, the criteria being the resident's competence to judge, and the risk to others.