

Everything you need to
know about living at
Rockdale House, our
residential care home



Beautiful,
light and
spacious
rooms in a
homely
community



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Rockdale House is a purpose-built residential care home in the centre of Sevenoaks. We offer lovely individual rooms with en-suite toilets/wash facilities and small and large open spaces to share with guests and other residents.

The House is part of Rockdale Housing Association; an association dedicated to offering a wide choice of accommodation to older people with differing care and support needs.

The home is arranged over five floors and is nestled at the bottom of Rockdale's site. There are rooms for residents on each of the five floors with a kitchen and small lounge or sitting area for residents and their visitors.

On the lowest of the five levels there is a patio with direct access from the lounge where you can sit and enjoy the gardens and sunshine. There is also a roof terrace on the uppermost floor with a view of St Nicholas Church and the surrounding land. Moving around the home is easy with two lifts located centrally on each floor.

It can be a difficult decision to choose residential care over living independently, but we can help by showing you around our lovely home and introducing you to some residents who already live here.

Is Rockdale House for you?

To live in Rockdale House, you must be at least 60 years of age, need the care provided here and have care needs which can be met in a residential care setting.

Typically, people looking for residential care have some needs with managing certain aspects of their day to day care such as washing and dressing, and perhaps some assistance maintaining their respect and dignity while managing continence. We are often told that important factors when deciding that residential care is needed are that all meals are prepared and provided, clothes are laundered for you and that staff are available around the clock if support of any kind is required.

It would be unlikely that we can meet your needs if you need nursing care or have a formal diagnosis of dementia which is already causing you significant difficulties in everyday life.



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Please visit us

The best way to experience what life here could be like for you is to visit us. You can make an appointment which will guarantee that someone is available to show you around and answer any questions you may have. Alternatively, you are very welcome to visit unannounced. Visiting is usually best mid-morning or mid-afternoon as staff are generally busier with residents at the start and end of each day and over mealtimes.

If you are not able to visit in person, your relatives (or anyone you choose) are very welcome to have a look round instead. We will always be pleased to answer any questions on the phone or via email as well as in person. If you wish to email, feel free to email: housereception@rockdale.org.uk

Short stays

If you would like to experience living at Rockdale House before making any long-term decision, we are able to accommodate this. We have two fully furnished rooms which includes a television. Some people use them as a taster before living here permanently while others stay for short periods while their family or other support is not able to help them, for example when your usual support is away on holiday.



Our team

Our manager or senior management team will arrange to meet you to make sure they understand your needs, to give you some more information about Rockdale House and to answer any questions you may have about staying here. This meeting can take place at Rockdale or in your home, whichever is easier for you taking into account the location. We are also happy to visit people in hospital or another care home if this is appropriate.



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During the meeting we aim to understand your care needs in as much detail as possible. This way we can be as sure as possible that we can meet your needs and if we are in all agreement, we can start preparing staff for you to come and stay. The more information we have, the smoother the transition for you should be.

Assess your needs / room offer

If we can offer you a room, we will let you know which are currently available and give you the opportunity to see it before committing.

Once we make an offer, we will give you one week to decide if you wish to accept it and then arrange a mutually agreeable date for you to move in. Rockdale House operates a waiting list so if you enquire and are accepted but there are no rooms available your name will be added to the waiting list and we will contact you as soon as a room becomes available.

If there is a long gap between the meeting and moving in date, we may meet again and re-discuss your care needs. It is possible that your care needs change during the period between enquiry and potential stay so we would need to be sure that we are still able to provide the care that you require.



You will need to sign a licence agreement which sets out the terms of your stay here, before you move in.



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There are five floors and residents' rooms are situated on each floor as follows:

Rooms 39 to 48 (10 Rooms)	Floor +1
Rooms 36 to 38 (3 Rooms)	Floor 0 (Entrance Level)
Rooms 24 to 35 (12 Rooms)	Floor -1
Rooms 11 to 23 (13 Rooms)	Floor -2
Rooms 1 to 10 (10 Rooms)	Floor -3

There are communal rooms on each floor as follows:

	Floor +1	Floor 0 (Entrance Level)	Floor -1	Floor - 2	Floor -3
Hairdressing Salon	Yes				
Underriver Lounge	Yes				
Underriver Roof Terrace	Yes				
Residents' Kitchen	Yes				
Edwards Lounge		Yes			
Weston Dining Room		Yes			
Cargill Dining Room		Yes			
Main Kitchen		Yes			
Activities' Room		Yes			
Hayton Sitting Room			Yes		
Residents' Kitchen			Yes		
Sitting Area				Yes	
Residents' Kitchen				Yes	
Jeanne Odd Garden Room					Yes
Residents' Kitchen					Yes
Patio					Yes



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Moving in

Rooms and furniture

We firmly believe that residents' rooms are theirs to furnish and live in as they wish. Once you have decided to move into a room, we will discuss with you which items of furniture you would like to keep in the room. We will provide a well-decorated room with a bed, a wardrobe, a chest of drawers and a bed-side cabinet. You can choose to use as many of these items as you wish and to bring any items of your own furniture to supplement or replace them.



You may like to bring a television and smaller items of equipment such as a bed-side lamp and radio as rooms are not equipped with these. We will arrange to test electrical items to make sure they are safe to use so would appreciate you letting us know if you are planning to bring any of these. We do not provide insurance cover for any of your own belongings so you will need to arrange this if you would like it.

There will be curtains, bed linen and towels in your room on arrival but if you prefer to use your own, this is fine.

Suggested items to bring with you

Clothes

Please bring a selection of (named) clothes you feel comfortable wearing. Once you put any clothes/items into the laundry it can take up to 2-3 days for your laundry to be returned so think about sufficient changes of particularly underwear, hosiery and night clothes. Rockdale House is a very warm environment so most people find they might need to wear different clothes once they come in. Please consider the seasonal variations and bring appropriate outdoor wear for the winter and summer. A dressing gown or two would also be useful and of course, your preferred nightwear.



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All clothes will need to be labelled before you come in. The most secure way of labelling clothes is by using "snappy tags" or their equivalent. These do not wash out or off and are easy to read labels.

Footwear

You will need to bring shoes or slippers to wear inside Rockdale House and shoes for outside.

Toiletries

Please do bring all your toiletries and any vanity products with you.

Personal items

These are the things which are important to you. So, you might have a favourite pillow or cushion. You might like to bring photos, pictures or special ornaments. There are picture rails in all the rooms.

Hobbies and interests

We have a well-stocked activities room but please bring anything you like to use. Residents usually bring music, books, pens and writing/art materials but computers, tablets and laptops, board games and puzzles, knitting, crochet, craft and sewing materials are all popular items. If you play a small musical instrument and wish to bring this with you, please feel free to do so. If you have any particular



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hobbies/interests such as gardening, please let us know so that we can try and support you to continue this hobby.

Eyewear

If you wear glasses, please bring a case and whatever you normally use to clean them. Remember to bring all the pairs that you use.

Hearing aids

If you use hearing aids, please remember to bring them with you and any batteries.

Cash/jewellery

Please do not bring in large amounts of cash with you. If you are not sure how much to bring please discuss it with the manager or senior management team before your arrival. If you wish to bring expensive jewellery, please remember to insure it before you arrive.

Continence care

If you use any incontinence products, please bring some with you, this might include pads, or consumable items if you use a catheter or colostomy.

Once you have moved in

Telephones

Many residents choose to have their own telephone connected to make and receive calls in their rooms. If you would like this, you will need to contact British Telecom or another provider to arrange it. Any lines arranged in this way will generate itemised bills for you and will be separate from Rockdale House telephone lines. Arranging for a telephone line usually takes two to three weeks. If you wish to bring a mobile phone with you, coverage is good for most networks, but it is advisable to check, prior to purchasing.

Television Licences

If you are bringing a television, there is no need to have a licence as we have a communal one which covers all residents.



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Residents' clothes

We have a laundry on site and launder residents' clothes each day as part of our inclusive service. While we take the very best care of your clothes, some items become damaged, generally because of the high temperatures in our machines. We will hand wash garments if we are aware they need this but for very delicate items you may be advised to have them dry cleaned. All clothes will need to be labelled prior to your stay and any new clothes brought in during your stay will also need to be named. Please refer to page 6 for suggestions on labelling.



Newspapers and magazines

There is a local newsagent who is very happy to deliver papers and magazines. We usually contact them on behalf of residents to arrange delivery and collect payment from residents on their behalf, but you are welcome to arrange them independently if you prefer. If you use vouchers, you will need to arrange this yourself and you will still incur a delivery charge.

General practitioners

If you live locally, it is usually possible to keep your doctor but if you come from outside the area, we can arrange a transfer to a local doctor of your choice. Doctors from all local practices are usually happy to visit residents at Rockdale House. Other health staff, for example district nurses, visit as needed.

Medication

Our staff are trained and will administer your medication if you would like them to do so. Alternatively, we will support you to administer your own. Prior to supporting you to self-administer your medication, we usually check that there are no problems with your understanding about the medicines you are using, how and when to use them and that you can open all the medication containers. Occasionally we find that it is not safe for you to give yourself your medications. If this is the case, we will discuss this with you, along with any options to make this aspect of your care safer for you.



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If you administer your own medications, we can still order and store these for you, so you always have enough. We will periodically assess that the medications are continuing to be self-administered in accordance with the GP prescriptions.

The bedside cabinet in each room has a lockable drawer to keep medication safe. Please ensure that all medications are locked in there routinely. When you move in, please arrange to bring at least two weeks' supply with you.

We use a pharmacy to order your prescriptions and these are delivered to us.

If you are going out or away for a period of time, please give us enough warning to organise for any medications to go with you. This is very important so that you know exactly which medicines to take and when. If you or your family have any questions about the medicines while you are out or away, please call the Manager or senior management team. Please do not leave a message on the Rockdale House answering machine for any queries relating to medicines in case we cannot give you a timely response.

Meals

A varied menu is offered and planned in consultation with residents and special diets are catered for. Please tell us if you have any food allergies or dietary needs before you arrive so that we can plan for them.



We have two lovely dining rooms where most residents choose to share meals with other people staying here. You may choose to have meals in your room, particularly if you are feeling unwell or you have visitors. There is always a choice



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at each meal and our cooks prepare the day's menu from fresh ingredients, sourced locally where possible.

- Breakfast is usually a choice of fruit juices, fruit, cereals, porridge, toast, butter and preserves and usually served at around 9am. Once a week, a cooked breakfast is usually available. You can if you wish, order such things as boiled or scrambled eggs any morning.
- Lunch is our main meal of the day and served at around 1pm.
- Supper usually has a choice of hot and cold dishes and is served at around 5.30pm.

Residents are served a hot or cold drink first thing in the morning, mid-morning, mid-afternoon and again before bedtime. Snacks are always available with drinks.

If you are going out for an appointment, please remember to let us know so that we can arrange for you to take a packed meal and drink with you if required or it can be saved for your return.

Kitchens on each floor

There are small kitchens on each floor for residents and visitors to make drinks. They are kept stocked with tea, coffee, milk and biscuits and if these run out at any time, please ask and we will refill them. Residents and their visitors can also keep personal food items in the fridges and cupboards. If you bring foods to go in the fridge please be aware that we monitor the contents of the fridge and if items are out of date or appear unsafe to use, we will discard them.

Vases are also usually kept in the kitchen cupboards on each floor for flowers.



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Staff at Rockdale House

We employ around forty-eight staff at Rockdale House. There is a manager, a deputy manager, head of care, catering staff, senior members of staff who run shifts and make care decisions on a day to day basis and care staff who care for residents directly. There is also a team of housekeepers, 2 x activity coordinators and the reception is staffed by a receptionist in the morning and another one in the afternoon.

All staff wear name badges; giving their name and job title.

Rockdale House also sometimes uses agency care or housekeeping staff to help provide the care our residents require. The colour of uniforms will vary depending on the agency they are from, but all should be wearing name badges and look smart.

We welcome volunteers who can provide any amount of time to help residents with any of the activities they wish to pursue. We sometimes welcome students also from the local schools/colleges who are appropriately supervised.

A thorough recruitment process is in place and all staff including volunteers have a DBS check to ensure that staff are safe to work with our residents.

We are part of a housing association and overall management, finance, personnel and maintenance support are provided by additional staff under the overall management of the Chief Executive.

Residents enjoying our weekly art club.



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Things to do/track changes

With our town centre location, residents can maintain good links with the community independently. Inside the House, we offer a wide range of activities for residents. We have 2 x dedicated activities co-ordinators, who aims to offer something for everyone. In the activities room, there is a computer, computer tablets, a range of craft and games items and baking, gardening, painting and other practical pastimes usually take place here. We also have musical sessions and welcome visiting musicians and entertainers. The activities co-ordinator organises occasional trips out for shopping and sightseeing.

Visitors

Generally, we welcome visitors at any time but for the comfort of all residents, we ask that visitors avoid mealtimes if possible. There is a visitors' book at Reception for visitors to sign so that we know who is in the building at any time which is essential if there is a fire alert.

We also have overnight accommodation on the main Rockdale site which visitors can book in advance. You are welcome to join a resident for a meal.

Contacting residents at Rockdale House

If you choose not to have a telephone, we are always very happy to take messages for you from friends and family on our main number 01732 454763. There is a pay phone located on floor -1 which can be used for outgoing and pre-arranged incoming calls.

Fire safety

Rockdale House is a modern building built in 2013 and has been constructed so that it is extremely safe as a home to live in or visit. We have a fire risk assessment in place which means we have considered every reasonable aspect of fire safety and have taken steps to minimise the risks associated with fire.

Our *primary aim* is to prevent fires starting at all and we aim to restrict all sources of ignition. We ask that residents do not use candles and do not smoke anywhere in Rockdale House.

The *second aim* is to detect any sources of abnormal heat or smoke at a very early stage. We have a sophisticated early detection system in place and staff are



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alerted in the first instance via the call equipment if the system has been activated.

If you hear the fire bells:

- All doors will close.
- The lifts will not work.
- Residents are required to remain in their rooms with the doors closed to await further instruction.
- If you are in a communal area, you will be protected by auto closing doors and you are required to remain there and await further instruction.
- The only exception will be if you are actually in the corridor, in which case staff will escort you to a place of safety.
- Visitors are required to leave the building by the nearest exit bearing in mind this may be on the floor above or below them.
- If a fire is discovered in the room in which a person is situated, they should leave the room immediately closing the door behind them and if they are able, alert staff to the fire. If they are unable to leave, they should activate their call system to alert staff and await instruction.

Staff will do all they can to ensure residents and visitors are safe so please stay calm and wait for them to tell you what to do.

Access to residents' records

We take the privacy and confidentiality of our residents seriously so access to records can only be given where residents have given prior permission. There are rare exceptions to this and where this applies, these will be discussed at the time the need arises. Records are kept securely and stored as national guidance and legislation requires.

Money and valuable items

The bed-side cabinets in each room have lockable drawers to store medication safely and to keep your valuable items in.



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If you go out

There are in/out boards in Reception to use if residents go out. Again, we need to know who is in the building in case there is a fire alert.

Medical and other appointments

Residents may need to attend various medical and social appointments and we are always very happy to co-ordinate attendance and arrange for transport for them. If the resident needs or wishes to be accompanied, they will need to be accompanied by a relative or friend and we will give as much notice as possible of the appointment. We are not able to undertake to send staff as escorts apart from in exceptional circumstances.

When you have attended any appointments, please let us know if we need to update your care plan.

Hairdressing



On Mondays and Tuesdays each week a visiting hairdresser comes to the House. Mondays are usually for residents from the apartments on site and Tuesdays are usually for residents in the House. The hairdressers provide hair appointments in the hairdressing salon on floor +1 all morning.

If you have your own hairdresser, they are very welcome to use the salon on other days or you can choose to use the hand basin in your en-suite.

Personal shopping

You may choose to do this yourself or arrange for a friend or family member to shop for personal items on your behalf. At Rockdale House we are fortunate to



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have volunteers who run a shop trolley one day a week with items such as sweets and snacks, tissues and toiletries for you to buy.

For small items not available from them, we are happy to buy these on your behalf in the town once a week, usually on a Monday. We are also happy to buy larger items on your behalf via the internet for delivery here.

Gifts to staff

Our policy at Rockdale is that staff should not accept personal gifts of any kind from anyone they meet in the course of their work, which includes residents and their families. If a member of staff is offered a gift and they believe offence would be taken if they refused it, then they have to discuss the matter with the manager or deputy. If the gift is small and the manager agrees, then it may be accepted but we record the details of such gifts.

The exception is small gifts, for example biscuits or chocolates which all staff can share and small gifts at Christmas which are put in a raffle for staff to share.

Personal Care at Rockdale House

Rockdale House employs care staff separately from other groups of staff and you can normally expect two senior members of care staff (Senior RSWs) to be available on an early shift (7.30am to 2.30pm)* each day with four or five other members of care staff (RSWs or RSW Plus). On a late shift (1.30pm to 9.00pm), you can normally expect two senior members of staff and four care staff.

At night, you can normally expect one senior and two RSW members of staff to be working between 8.15pm and 7.45am however one member of staff starts work at 06.00 hours to help the night staff support residents with their early morning needs and one member of the care team usually finishes at 22.00 hours to help night staff settle residents for the night.

Keyworkers

Each resident has a key worker from amongst care staff who will get to know you in greater detail than other members of staff. They will ask about your life before you moved in, your likes and dislikes and get to know members of your family and friends. They will make sure that your room is kept how you want it to be and clothes and other personal items are cared for if you are not in a position to do this.



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Care plans

Care plans are documents written so you will know how we will care and support you while you are here. The care planning process will begin before you move in and continue all the time you are here. We aim to produce care plans within two weeks of a new resident moving in and we will discuss your care needs with you so a plan will be an agreement between us for your care. We generally ask residents to sign the plans but if you wish, a close family member or friend can do this for you with your agreement.

The call system

We have a call system for residents to use to alert staff. This comprises pendants for residents to wear, wall call points throughout the building and red pull cords in toilets and bathrooms. Any of these devices will alert staff that a resident, or anyone else, needs help.

As your safety is paramount, we ask that you wear your pendant around the clock, even in bed. If you are going out, please hand it to reception and remember to collect it and put it back on when you return.

Once a call has been made a member of staff will go to the source of the call, help with the situation and cancel the call.

Fees and funding residential care

Rockdale House fees for permanent stay residents

Each year the fee for Rockdale House is calculated and effective from 1st January. We are a not for profit organisation and the fee is the actual cost to the Association of providing residential care. The charge is the same for each of our rooms regardless of size or location and includes:

- Use of each resident's room
- Shared use of all communal rooms and facilities
- Personal care as detailed in residents' care plans
- Meals, drinks and snacks
- Activities and entertainment
- Laundry
- Housekeeping services including room cleaning
- Management and reception services



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Monthly fees are normally paid by standing order in advance direct into Rockdale's bank account. When you move in our Finance Officer will calculate the amount due in the first month (as this is usually a part month) and ask you for this amount separately. In late November each year, we will advise you of the amount due for the following year and we always strive to hold increases to the minimum amount needed to cover any increase in our running costs.

You can arrange to pay the fees yourself or you can nominate someone to help you at any time, preferably your next of kin or a close relative.

If you go into hospital for any reason, the fees continue to be paid. Any fees owing to you when you leave will be paid back into your account or to your estate.

Short stays

The fees for short stays of up to one month are calculated on the nightly rate for each night of your stay and include the same things as are covered above. If you decide to stay permanently while here on a short stay, we will follow the application process as detailed earlier and agree on a date with when you become a permanent resident.

We do not normally make a charge if you book a short stay and subsequently decide to cancel but we do ask that cancellations are made at least seven days before the booked date of arrival.

Other expenses

There are some things which our fee does not cover but generally, we will meet the cost and include the amount on a monthly invoice to save residents having to pay cash for each item. Such items might include:

- Newspapers
- Hairdressing
- Chiropody
- Toiletries
- Items from our volunteer shop trolley
- Telephone charges
- Dry cleaning
- Voluntary transport costs
- Other transport costs e.g. taxis



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Direct costs of trips/days out
Visitors' overnight stays
Visitors' meals

There is no need to use any of these services if you prefer to arrange them yourself and you can ask for the monthly invoice to be handed to you or you can nominate someone else for it to be sent to, preferably your next of kin or a close relative.

Funding residential care

You may have sufficient capital and/or income to meet the cost of your stay at Rockdale House. If not, you may qualify for financial support from your local authority if they assess that your care needs are best met in a residential care setting. Their help may be for a short period before funds become available or they may help to fund a longer stay.

In Kent you can contact the community care assessment team on 03000 416161 or email them at social.services@kent.gov.uk. They will help with an assessment of your needs and a financial assessment dependent on your circumstances.

Statement of purpose

We are required by our Regulator to have a Statement of Purpose which gives written guidance of the service we aim to offer. The following statement covers our aims, our belief that residents should be treated with dignity, respect and fairness and our commitment to recruit, train and keep high calibre staff.

Rockdale House statement of purpose

Rockdale House looks after older people in need of residential care.

In line with Rockdale Housing Association's mission statement, we aim to provide a sympathetic, comfortable environment in which residents may have their own personal care needs to be met while retaining maximum independence and continuing links with the community. We respect residents' rights as citizens to freedom of choice, privacy, confidentiality and control over their daily lives and expect all staff to treat residents with the utmost consideration and respect.

We aim to provide sufficient staff time to offer outings, entertainments, social activities and conversation as well as training staff to a high standard of care



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practice and to be prepared to contribute financially where government funding for supported residents is below our normal fees.

While we aim to offer a permanent home whenever possible, we reserve the right after involving the resident and their representatives to require a resident to move to another setting if he or she requires more intensive care than Rockdale House can properly provide or his or her behaviour adversely affects the rights and freedom of other residents.



Suggestions, comments, complaints and appeals

Your views matter to us

Rockdale House will be your home and we will always value what you think about any aspect of living here. You can mention anything at any time to one of the senior members of staff who is working or to the manager or senior management team if they are in the building. We have residents' meetings regularly if you prefer to raise things when other residents are present, or you can make your suggestions in writing via the suggestion box in Reception. We carry out a residents' satisfaction surveys regularly, which you can complete anonymously if you wish.

If you are unhappy with any aspect of living here and would like to make a complaint, we have a formal complaints policy; a summary of which is available on the wall at Reception.

We welcome comments, suggestions and complaints from anyone who uses Rockdale House services whether from a resident, a member of their family or a visitor.



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There is a suggestion box in Reception where you can place any suggestions, comments, or complaints either including your name or anonymously. If you would like a response, you will need to include your name.

Rockdale complaints policy and procedure

Rockdale will attempt to manage its business so that complaints do not arise in the first place and looks to its staff to take action or draw attention to problems before there is a need for a complaint to be made. Rockdale House is always interested in hearing what residents think about the services provided and their ideas on how they could be improved. We strive to give a consistently high standard of service but sometimes things go wrong and a resident may wish to make a complaint.

Where a resident in Rockdale House has a complaint about a service failure of the Association or a member of its staff, he/she should initially discuss the issue with the Senior RSW on duty, who will if possible, resolve the complaint through informal discussion. If the issue concerns the Senior RSW or if we fail to rectify the service failure, then he/she should follow the procedure stages set out as follows:

Stage 1:

If a resident is not happy that their problem has been dealt with satisfactorily, they can make a formal complaint either verbally or in writing to the Home Manager, who will investigate the complaint and reply in writing.

Stage 2:

If a resident is still unhappy, they can appeal verbally or in writing to the Chief Executive, who will review the case in detail and if necessary refer it to the Board of Trustees for a decision. The Chief Executive will then write to inform the resident of the result.

Stage 3:

If a resident feels that their complaint has not been dealt with satisfactorily and would like to take it further, they can contact:

- a) the local Social Services department – KCC Social Services, 17 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4UL, tel: 01732 525000
- b) NHS West Kent Clinical Commissioning Group, Wharf House, Medway Wharf Road, Tonbridge, Kent, TN9 1RE. Telephone: 01732 375200 Email: westkent.ccg@nhs.net
- c) Care Quality Commission on 03000 616161
- d) The local Member of Parliament (MP) who will act as a designated



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person for complaint purposes. The MP can make a referral to the Housing Ombudsman on their behalf (See below if they approach the Ombudsman themselves)

- e) Alternatively, the resident can wait for eight weeks after the internal complaints procedure (Stages 1 and 2 above) has been exhausted and then contact the Housing Ombudsman themselves at 81 Aldwych, London, WC2B 4HN (Tel: 0300 111 300) www.housing-ombudsman.org.uk. This service will deal with complaints from residents about the service they receive from their landlord. The service will investigate complaints about infringements of law or policy guidance and any unfair, unreasonable behaviour by Housing Associations including unreasonable delays in service. The Ombudsman Service can arrange and pay for arbitration or mediation if this seems appropriate. Booklets on this scheme are available from Rockdale Lodge, or from the Housing Ombudsman Service
- f) Local Government Ombudsman & Social Care Ombudsman, telephone: 03000 610614, go to <https://www.lgo.org.uk> where you can complain online

1. Any complaints made to us under this procedure will be investigated and the resident will be informed of the outcome in writing as soon as possible, but certainly within 28 days.
2. A written record will be kept of all complaints which reach Chief Executive/Home Manager level and an annual report is made to the Board setting out details of the complaint along with the outcome.
3. Complaints from either external organisations or individuals who are not residents will be dealt with in the same way as residents' complaints. Where an external complaint involves one of our residents, it will be considered at the appropriate stage.

Appeals against decisions relating to applications

If the applicant or his or her representative or Care Manager wishes to appeal against any decision made by the Association relating to an application or wishes to complain about the way an application was handled, he or she should write in the first instance to the Chair of the Care and Selection Committee, c/o Rockdale Lodge, Rockdale Road, Sevenoaks TN13 1JT



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The Chair of the Care and Selection Committee or his or her deputy will review the documentation relating to the case and if he or she feels it necessary, meet the applicant. He or she will then make a decision on the appeal or complaint on behalf of the Association and notify the applicant of the decision in writing.

If the applicant still feels the matter is unresolved, he or she can make a final appeal to the Board, writing c/o the Chair, at the same address (Rockdale Lodge).

A written report on all appeals or complaints and their outcomes will be given to the Care and Selection Committee.

About Rockdale Housing Association

Rockdale Housing Association was set up over 60 years ago with the aim of providing housing and care for older people in Sevenoaks. It was largely the result of the determination of one woman – Miss Beatrice Wilson – a gifted physiotherapist with a vision to improve the quality of older people's lives in the town. Born in 1897, she trained at Guy's Hospital and showed her commitment to Sevenoaks by opening the town's first physiotherapy centre in South Park in 1937. In 1948 she realised her ambition of improving the care of older people in the town by creating Rockdale Housing Association and opened Rockdale House as a residential care home in 1953.

Today Rockdale offers:

57 apartments to lease

136 apartments to rent

48 Care Home rooms

2 short stay rooms

Miss Beatrice Wilson's vision has been a source of inspiration to guide us through a recent major development programme and we have also been fortunate to have had amazing support, both financial and personal to make this possible.



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How Rockdale is organised

Rockdale Housing Association is registered under the Industrial and Provident Societies' Act on charitable model rules. It is also registered with the Homes and Communities Agency as a registered social landlord and is a member of the National Housing Federation.

The Association is overseen by a Board, members of which are elected annually by the shareholding members of the Association. Rockdale's policy on membership of the Association is available from Rockdale Lodge and on our website www.rockdale.org.uk.

The Board

Members of the Board give their time on a voluntary basis. They receive no payment of any kind for the work they do. The Board approves the Association's policies, decides its future direction and monitors its financial position.

Specialist committees

The Board delegates some areas to specialist committees

- *The Care and Selection Committee* oversees the letting of the apartments and the admissions to Rockdale House and the policies and procedures used for lettings and admissions.



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Senior staff at Rockdale

- The *Chief Executive* is responsible for the overall management of the Association
- The Head of Finance has responsibility for the Association's finances
- The Head of *Health & Safety* has responsibility for the maintenance of the Association's properties
- The *Housing Manager* is responsible for the Association's apartments and the services provided to them
- The *Home Manager* is responsible for running the residential care home, Rockdale House

Government control

All housing associations which are registered with the Regulator of Social Housing are controlled by a framework of legislation. The Regulator of Social Housing has a monitoring and supervision role to ensure they are well managed financially and that good standards of service are maintained.

Rockdale House is registered with and regulated by the Care Quality Commission. A copy of our latest inspection report is available in Reception and past copies can be found on the Care Quality Commission website www.cqc.org.uk or from the Home Manager.



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Rockdale's finances

Rockdale has three sources of income:

— ***Rents, service and support charges and fees***

These are paid by individual residents and leaseholders and are intended to cover the management and maintenance of the properties and the provision of services.

Residents in the rented apartments pay rent, support charges and service charges, leaseholders pay service charges and House residents pay fees.

— ***Donations and bequests***

We have been very fortunate to receive substantial donations and several large bequests which, taken together with the interest earned on them, have enabled us to complete major developments in the past and the major re-development which has just been completed. We are indebted to many people and organisations for their past and continuing support.

— ***Grants***

Rockdale has received grants in the past towards the cost of building some apartments and carrying out major repairs and upgrades.



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Rockdale House, Rockdale Road, Sevenoaks, Kent, TN13 1JT

www.rockdale.org.uk
01732 454763

Rockdale Housing Association Limited is registered with the Regulator of Social Housing No. LH0869 and is a Registered Society under the Co-operative and Community Benefit Societies Act 2014. Register No. 13507R

The Association's annual accounts are available on our website.

