

Dear Prospective Applicant, Relative or Friend

Thank you for your interest in residential care at Bedford Charter House.

Bedford Citizens Housing Association (BCHA) is an independent charity providing care, support and Housing. BCHA has been serving the Bedford community for over 60 years. We have a reputation for providing high quality care, support and housing; providing person centred care to each individual.

In the information pack you will find a variety of information, including:

- Introduction to Bedford Charter House
- Application Form
- Equal Opportunities Form
- Sample Contract
- Summary CQC Report
- BCHA's Privacy Statement & Declaration
- Person Centred Software – A gateway for family to see and track the care their relatives are receiving

Current charges, which are reviewed by our Board each year, are:

Fees from April 2025 to March 2026

Rate	Weekly	Per Month
Residential Care	£1,316.64	£5,720.78
Special Care (dementia)	£1,596.27	£6,935.81
Respite	£1,650.00	£7,169.25

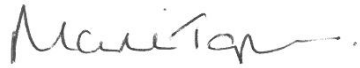
We recommend that you look at our virtual room tour of Bedford Charter House prior to completing your application form so that you can see what our rooms look like. All of our rooms are en-suite.

If you are unsure as to whether residential care is the right option, an alternative could be a short term stay at Bedford Charter House, known as Respite Care. This is a great way to experience residential care and to see how it would benefit you. If you would

like to book a respite stay please get in touch, unfortunately we are unable to offer respite care for dementia care.

I hope that you find all the information you require in this pack. Should have any queries, please do not hesitate to contact us on 01234 321400 or email enquiries@bchal.org. You will also find more information on our website at www.bchal.org.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Marie Taylor'.

Marie Taylor
Chief Executive

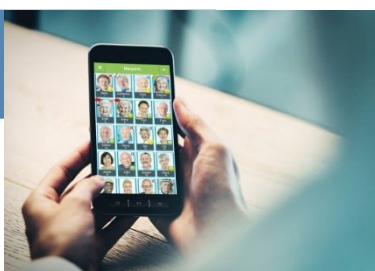
BEDFORD CHARTER HOUSE


Bedford Citizens
HOUSING ASSOCIATION LTD
BEDFORD CHARTER HOUSE

Bedford Charter House (BCH) Residential Care Home was purpose built in 2015 with beautiful grounds and communal areas. The home has 72 en-suite rooms, where high quality person centred care is delivered based on residents individual needs.

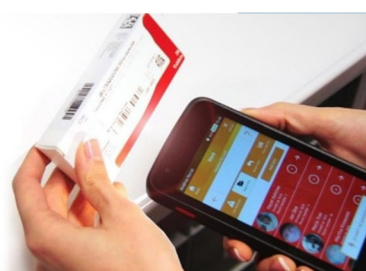
DIGITAL CARE RELATIVES GATEWAY

See a summary of the care being given to a loved one.



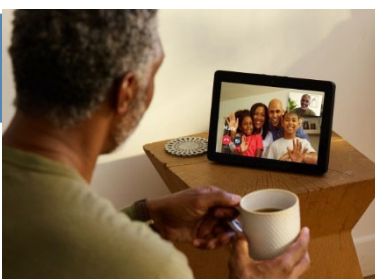
ELECTRONIC DRUG ADMINISTRATION

Medication is administered in a safe way.



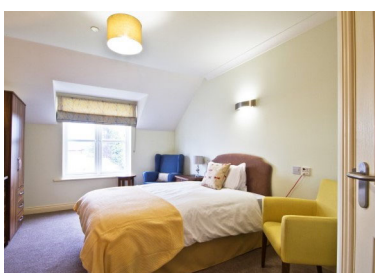
VIDEO CALLING

Keep in contact with your loved one through video calls.



SAFE INDOOR VISITING SPACE

Visit your loved one in a safe private way.



Bedford Charter House

Latest inspection: 20 July 2021 Report published: 17 August 2021

Safe	<u>Good</u> ●
Effective	<u>Good</u> ●
Caring	<u>Good</u> ●
Responsive	<u>Good</u> ●
Well-led	<u>Good</u> ●

 **carehome.co.uk**
the leading care home review website

9.6



To find out more please contact us on the details below.
Bedford Charter House 1B Kimbolton Road Bedford MK40 2PU
www.bchal.org | 01234321400 | enquiries@bchal.org

 **Bedford Citizens**
HOUSING ASSOCIATION

Bedford Charter House | Application for Residential Care

About You

Title:	
Forenames:	
Known As:	
Surname:	
Date of Birth:	
National Insurance Number:	
NHS Number:	
Address:	
Postcode:	
Landline Telephone:	
Mobile:	
Email:	
If not living in Bedford please state your connections with the town?	
Reason for seeking accommodation at Bedford Charter House?	
Would you like to nominate someone to act on your behalf?	
Name	
Address	
Postcode:	
Relationship	
Landline Telephone:	
Mobile:	
Email:	

Medical information

Doctor's Surgery:	
Doctors Name:	
Do you have special dietary requirements:	
Do you take any medication:	
Have you had any serious illness or operation during the last 5 years?	
If you have answered YES to any of the above questions please give brief details	

Financials	
Have you the financial resources to continue payment of the fee, for three years, realising that this is entirely inclusive?	
Signature	
Signed:	
Date:	

Equal Opportunities Monitoring Form

In Compliance with our Equal Opportunity Policy, we monitor applications to make sure discrimination on the grounds of sex, sexual orientation, gender reassignment, race, ethnic origins, religion, marital status, age and disability does not occur.

We would be grateful if you would complete and return this form with your application form.

Gender	Male											
	Female											
Preferred Title	Miss				Mr				Dr			
	Mrs				Mrs				Other			
Marital Status	Married				Single				Separated			
	Divorced				Widowed				Other			
Ethnic Origin	Asian/Asian British: Bangladeshi				Black/ Black British: Caribbean				Mixed: White and Black African			
	Asian/Asian British: Indian				Black/ Black British: Other				Mixed: White and Black Caribbean			
	Asian/Asian British: Other				Chinese				White British			
	Asian/Asian British: Pakistani				Mixed: Other				White Irish			
	Black/ Black British: African				Mixed: White and Asian				White Other			
	Other											
Age Range	16-24		25-34		35-44		45-54		55-64		65+	
Disability	Do you consider yourself to be disabled under the Disability Discrimination Act?						Yes					
							No					
(The Disability Discrimination Act (1995) defines disability as “a physical or mental impairment which has a substantial and adverse effect of a person’s ability to carry out day to day activities”)												
If yes, what is the nature of your disability? (optional)												

The information you have provided here will be stored either on paper records or a computer system in accordance with the Data Protection Act 1998 and will be used solely to monitor the diversity of Bedford Citizens Housing Association allocations regarding Equal Opportunities.



Contract for the provision of residential care

BETWEEN

(1) Name of Owner: Bedford Citizens' Housing Association (Referred to in this Contract as "BCHA")
Address: 1B Kimbolton Road
Bedford MK40 2PU
Name of Home: Bedford Charter House

AND

(2) Name of Resident
(Referred to in this Contract as "the Resident")

(3) Name of Responsible Person: (Referred to in this Contract as "the Responsible Person")

Date of Admission:

Contract for Residential Care (Self-Funded)

BCHA and the Resident agree as follows:

The service provided shall be in accordance with the provisions of this Contract and the provisions of the Health and Social Care Act 2008.

A Care Plan will form the basis for the care to be delivered which will be regularly reviewed.

In consideration of this service the Resident shall pay the fees promptly as specified in this Contract and agree to pay future fees promptly in accordance with the terms of this Contract.

1. Terms of the Contract

1.1 The terms shall commence on the date of admission and shall continue until terminated in accordance with the provisions of this Contract.

2. Trial Period

2.1 There will be a trial period to enable the Resident and Bedford Charter House to assess the suitability in meeting the needs of the Resident. The trial period shall commence on the date of admission and will continue for a period of six weeks thereafter.

2.2 During the trial period, the Contract may be terminated at any time and for any reason by the Resident or BCHA on fourteen days' notice in writing being given to the other party.

2.3 During the trial period, the Resident agrees to pay the fees as set down in this Contract, pro-rata for the duration of the Resident's stay, including the notice period.

3. Payment of Charges

It is agreed as follows:

3.1 The monthly charge for Room Number , or such other room as BCHA shall reasonably choose in accordance with Clause 16, will be **£ monthly** subject to review in accordance with Clause 3.6.

3.2 Charges are payable by the Resident and the Responsible Person, where applicable, by Direct Debit one month in advance on the first day of each month, during the term of this Contract.

3.3 The monthly charge will include the provision of personal care and support (as described in clause 3.4), a furnished room, regular room cleaning, meals and snacks, wi-fi, laundry, heating and light and the use of communal facilities within BCH. Additional services and the charging schedule can be found at Appendix 1.

Contract for Residential Care (Self-Funded)

- 3.4** Where applicable, and in the event that the Responsible Person does not pay, or ceases to pay, the higher charges for additional care as set out in this clause 3.5, BCHA will be entitled to terminate this Contract on giving the Resident (or where the Resident is incapacitated, his nominated representative) 28 days' notice in writing.
- 3.5** Where applicable, the Responsible Person will act as a guarantor, and will be charged for, any part of the Resident's Payment that remains outstanding a month after the date for payment.
- 3.6** The fees are reviewed annually and any adjustments in the fee levels are implemented on the 1st April each year. The fee charges are based on our budgeted costs for the forthcoming year and the level of charges that Bedford Social Services are prepared to fund. The Resident and Responsible Person will be given at least one month's notice of any adjustment in fee levels.
- 3.7** BCHA will be entitled to charge interest on any amount of the Resident's Payment or the Responsible Person's Payment that is overdue, at a rate of no more than 2% above the current base rate of Barclays Bank plc.
- 3.8** Any concerns about the level of fees set should be addressed to the Care Quality Commission or any successor body to it.

4. Temporary Absences

- 4.1** If the Resident is temporarily unable to occupy the room for any reason (including due to hospital admission), the full monthly charge will continue to be payable for up to six weeks' of continuous absence. After the Resident has been absent for six weeks continuously, BCHA will discount the monthly charge by 10%. BCHA may terminate this Contract with the Resident during the period of absence in accordance with clause 15.2.

5. Complaints

- 5.1** The Resident and the Resident's nominated representatives have the right to express matters of general concern or suggested improvements or innovations. All points of concern, suggested improvements or innovations should be made in writing to the Head of Care Services.
- 5.2** The Resident will be provided with the Complaints Procedure on admission.

6. Confidentiality

- 6.1** BCHA will ensure that during the contract period or at any time thereafter, it will not disclose to any person other than an employee acting on behalf of the Resident, a member of medical staff at the hospital or, as required by law, any information about, or documents concerning, the Resident which is of a confidential nature.
- 6.2** The Resident will be provided with our Privacy Policy on admission.

7. BCHA's Undertakings

BCHA is committed to ensure the Resident enjoys the following rights:-

- 7.1** Assistance to maintain a high quality of life and independence.
- 7.2** Privacy and dignity.
- 7.3** Respect for their human, emotional, cultural and social needs.
- 7.4** To be addressed as they wish.
- 7.5** Not to be discriminated against on the grounds of age, race, gender, sexual orientation, religious or cultural beliefs or disability.
- 7.6** To choose and consult with their own doctor, solicitor and any other advisor.
- 7.7** To receive care in private.
- 7.8** To be cared for by adequate and appropriately trained staff.
- 7.9** To have their care needs regularly discussed and updated, following consultation.
- 7.10** To receive visitors at any reasonable time.
- 7.11** To occupy their own room for their own use.
- 7.12** To have access to a telephone and computer and confidential use of it.
- 7.13** To choose to participate in activities organised directly or indirectly by Bedford Charter House, and
- 7.14** To be consulted and their views to be taken into account when any changes are proposed in their care or in the facilities provided.

8. The Resident's Undertakings

The Resident is responsible for the following:

- 8.1** Paying the monthly charges promptly in advance on the first day of the month or on admission if moving in part way through the month.
- 8.2** Compliance with the terms of this Contract.
- 8.3** Respecting the rights of other residents to peaceful enjoyment, and behaving in a way which is not violent, disruptive or abusive towards other residents, staff and visitors.
- 8.4** Compliance with all relevant policies and requirements of BCHA as amended from time to time, provided they are made available to the Residents and drawn to their attention.
- 8.5** Taking medicines as prescribed when opting for self-medication, and
- 8.6** Ensuring their behaviour could not be reasonably construed by staff, residents or visitors to Bedford Charter House, as discriminatory on the grounds of age, race, gender, sexual orientation, religion or cultural beliefs, or disability.

9. The Responsible Person's Undertakings

The Responsible Person is responsible for the following:

- 9.1** Paying the Responsible Person's payment (and any higher charges for additional personal care) promptly in advance on the first day of the month or on admission if moving in part way through the month.
- 9.2** Paying any part of the Resident's Payment that is more than one month overdue.

10. Acknowledgments

The Resident and the Responsible Person acknowledge that:

- 10.1** Any failure by the Responsible Person to pay either the Responsible Person's Payment, or the Resident's Payment under the guarantee at Clause 3.8 above, within 14 days of a final demand for payment, will result in BCHA terminating this Contract on giving the Resident (or where the Resident is incapacitated, his nominated representative) 28 days' notice in writing;
- 10.2** An increase in the Resident's income will not necessarily reduce the charges payable by the Responsible Person, and any assessment of the Resident's income will be carried out by Social Services in the normal way; and

Contract for Residential Care (Self-Funded)

- 10.3** An increase in the total charges payable in respect of the services provided to the Resident may not be shared equally between the Responsible Person and Social Services.

11 Resident's Property

- 11.1** The Resident's personal effects will be respected at all times and any removal or relocation will take place only with the Resident's permission, unless constituting a health and safety hazard.
- 11.2** In the event of a Resident vacating their room, Bedford Charter House shall contact the Resident's nominated representatives to collect the Resident's personal effects within a reasonable time. Any personal effects not collected when the room is vacated will be stored for 28 days and then disposed of.
- 11.3** A safe is available for Residents to deposit money.
- 11.4** Resident's personal property (not cash) is covered by BCHA's insurance policy up to the maximum sum of £3,000.00 with £100.00 excess which would be payable by the Resident. Please be aware this cover is only intended for general/low value personal possessions (e.g. individual items of no more than £1,000). If the resident requires a higher limit or has any individual items of significant value including jewellery, works of art or antiques then the resident should make their own alternative arrangements.
- 11.5** Because of the cost of insurance, BCHA will not be responsible for any loss or damage to the Resident's property valued in aggregate at more than £3,000.00, unless caused by its own fraud or negligence. The Resident is free to arrange additional insurance cover in respect of their personal property if they wish to do so.
- 11.6** An inventory of the Resident's property will be taken on moving in and updated as and when required. Only property listed on the inventory can be covered by BCHA's insurance policy. Additional items should be added to the inventory when brought to Bedford Charter House.

12. Finances

- 12.1** The Resident shall have complete discretion in spending his/her personal allowance or any other monies belonging to them.
- 12.2** Staff are not permitted to accept individual gifts of money and may only accept other gifts from the Resident of a small value.

13. Medication

- 13.1** Bedford Charter House shall manage the Resident's medication in accordance with the instructions of the Resident and his/her doctor and BCHA's written policies.

14. Equal Opportunities

- 14.1** Bedford Charter House will at all times comply with the requirements of all equal opportunities legislation and relevant codes of practice in relation to discrimination and the promotion of equality.

15. Termination of Contract

- 15.1** The Resident or his/her nominated representative has the right to terminate this Contract with BCHA at their own request upon 28 days' notice of termination in writing. If termination is part-way through a month, the fees shall be pro-rated accordingly.
- 15.2** Subject to clause 15.3, BCHA reserves the right to terminate this Contract after consultation with the Resident and/or their relative by giving the Resident, or where the Resident is incapacitated, his nominated representative, 28 days notice in writing.
- 15.3** BCHA reserves the right to terminate this Contract immediately if the Resident is in serious and persistent breach of their obligations under clause 8 above.
- 15.4** In the event of the residents death this contract will end and payment of fees will cease 3 days following the date of the resident's death, or less if the resident's room has been cleared of their personal possessions **and** is re-occupied before the 3 days' period has expired. We require that the residents personal possessions be removed within 3 days following the residents death, and if this is not possible, refer to clause 15.5.
- 15.5** If the residents relatives or representatives would like access to the residents room beyond the period set out Term 15.4 above, within 3 days following the residents death they may seek an extension in writing, setting down the longer period ("the longer period"), which we will not unreasonably refuse. Fees will remain due for the longer period. If at the end of the longer period, the room is not cleared of the resident's personal possessions, we will clear the room and store items. There will be a reasonable storage charge of £50 per day.
- 15.6** If personal possessions have not been collected after 3 days following the residents death, or the expiry of any longer agreed period (15.5 refers), we will provide 14 days' notice to the residents estate of our intention to dispose of the belongings, which may include their re-sale. Any costs associated with the disposal will be charged to the resident's estate and any money obtained, if belongings are sold, will be credited to the resident's estate.
- 15.7** If the resident has paid fees in advance, has made any overpayments and/or if we have been holding money on the resident's behalf, then this will be refunded to the resident's estate.

Contract for Residential Care (Self-Funded)

16. Changing Rooms

16.1 BCHA will endeavour to ensure the Resident retains the room of their choice but reserve the right to change a Resident's room for operational reasons or if the Resident's financial or other circumstances change.

16.2 Any proposed change will be discussed with the Resident and his/her nominated representatives prior to any action being taken, recorded and signed in his/her Care Plan.

Signed by and on behalf of BCHA	
Name (print)	
Job Title	
Date	

Signed by and on behalf of the Resident	
Name (print)	
Date	
Signed by the Responsible Person	
Name (print)	
Date	

Appendix 1 – Additional charges

From time to time residents and their relatives or representatives request additional services which incur additional charges. Examples of additional services include but are not limited to:-

Escort fees	Accompaniment of residents to hospital, dentist or other appointments away from Bedford Charter House. This includes emergency appointments.
Taxi Charges	Taxis can be booked at reception for residents, the full cost of the journey will be re-charged
Papers	Where resident request the delivery of a newspaper or magazine the cost of this including delivery costs will be charged
Hairdressing	The cost of hairdressing or beauty treatments undertaken will be re-charged.
Chiropody	The cost of chiropody treatments undertaken will be re-charged.
Internal shop	The cost of purchases made at the internal shop will be re-charged.
Additional activities	The cost of participation in additional activities will be re-charged, this will include, classes, trips and additional activities.

Re-chargeable activities such as those listed above will be itemised and charged to personal monies statements. These statements are issued monthly and any arrears are due with 14 days if the statement being issued.

Bedford Citizens Housing Association Limited

Bedford Charter House

Inspection report

Charter House
1b Kimbolton Road
Bedford
Bedfordshire
MK40 2PU

Tel: 01234321400
Website: www.bchal.org

Date of inspection visit:
20 July 2021
23 July 2021

Date of publication:
16 August 2021

Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service well-led?	Good ●
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Summary of findings

Overall summary

About the service

Bedford Charter House is a residential care home providing personal care to 53 people aged 65 and over at the time of the inspection. The service can support up to 72 people. Bedford Charter House has three separate floors, each of which has separate adapted facilities. One floor specialises in supporting people living with dementia. People had their own bedrooms with en-suite facilities and shared communal areas such as dining rooms, lounge areas and a large garden.

People's experience of using this service and what we found

People and their relatives were happy with their care and support. One relative told us, "[Staff] are so lovely and treat [family member] so well. My family member is so happy living at the service and if they are happy then we are happy."

People were safe living at the service and staff had a good understanding of safeguarding and what to do if they had any concerns. Risks to people were assessed and measures were put in place to mitigate risks as far as possible. There were enough suitably trained staff to support people safely. People were supported safely with their medicines. Staff were trained and knew how to promote good infection control. Incidents and accidents were reviewed for any lessons that could be learned and these were shared with the staff team.

The provider and registered manager promoted a positive culture at the service. People, their relatives and the staff team were encouraged to feed back about the service and felt their suggestions were listened to. The management team completed audits to monitor the quality of the service and took action if areas for improvement were found. The staff teams worked with external professionals to promote good outcomes for people. People and their relatives were positive about the way the service was managed and the support that they received.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good (report published 07 December 2019). We also inspected the service to look at IPC assurances and found no concerns (report published 09 March 2021).

Why we inspected

We received concerns in relation to staffing levels and the way in which people using the service were being supported to have their needs met. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe and well-led sections of this full report.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Bedford Charter House on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Bedford Charter House

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

This inspection was completed by three inspectors and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Bedford Charter House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all this information to plan our inspection.

During the inspection

We spoke with 17 people who used the service and one relative about their experience of the care provided.

We spoke with 13 members of staff including the provider, registered manager, care managers, senior care workers, care workers, domestic care workers, the head of human resources and the chef. We spent time observing staff supporting people using the service.

We reviewed a range of records. This included four people's care records and multiple medication records. We looked at two staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We spoke with a further six relatives over the telephone about their experience of the care provided.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe. People's comments included, "I feel very safe. [Staff] keep an eye on me and they come and see me every hour, including at night. They never disturb me though." and, "I am safe because the building is secure, and all locked up at night. There are always staff around."
- Relatives also felt that their family members were safe. One relative said, "My family member appears much happier and safer at Bedford Charter House. [Staff] understand and can support them with their needs really well."
- Staff received training in safeguarding and had a good understanding of what abuse may look like. Staff were confident to report any concerns both to managers of the service and externally to local authorities or the CQC.
- The provider and management team reported safeguarding concerns appropriately to the relevant authorities.

Assessing risk, safety monitoring and management

- Risks to people had been assessed and measures had been put in place to ensure people were safe. These assessments covered areas such as moving around the service, eating and drinking, the way people expressed their feelings and leaving the service. One person said, "I have to use [piece of equipment] and the staff are very good helping me with this. I am safe to go out in the garden and around the service and have never been stopped from doing what I want."
- The management team ensured that the service and the equipment used by people and the staff team were checked and serviced regularly. This included fire safety equipment. People had plans in place for evacuating the service if there was an emergency.
- Relatives felt that risks relating to their family members were managed well. One relative told us, "[Family member] used to refuse [type of personal care] as they were worried and felt unsafe. Thanks to the staff team they have now had [type of personal care] and felt safe doing this which has made them feel so much better."

Staffing and recruitment

- People, relatives and the staff team told us that there were enough staff to safely support people. During the inspection, people did not have to wait a long time to be supported and staff had time to talk to people as well as complete their other duties. People's comments included, "There are enough staff here and there is no difference in the evenings or at weekends." and, "There is a good system here to make sure that we don't have to wait for staff for a long time. [Staff] always answer my call bell quickly."
- Staff had the right skills and training to support people safely. One person said "[Staff] certainly seem to know what they are doing, and this makes me feel very safe."

- We discussed the concerns which had led to us completing this inspection with the provider and registered manager. They spoke to us about the work they were doing with senior and care staff, looking at staff deployment and how to continually improve this to support both people using the service and the staff team.
- The provider completed recruitment checks in line with legal requirements to help ensure that staff were suitable for their job roles.

Using medicines safely

- People were supported safely with their medicines. Staff were trained to administer medicines and had their competency to do this checked regularly. Staff supported people to take their medicines in their preferred way and knew how important this was for people. One person said, "I know what my medication is for and I always receive it at the right time."
- People had protocols in place for as and when required (PRN) medicines to help guide staff when to administer these.
- The management team completed stock checks and audits to help ensure medicines were administered safely.

Preventing and controlling infection

- The service felt fresh and was visibly clean. Domestic staff confirmed that they were well supported in their job roles and had received training specifically around infection control of diseases such as COVID-19. One person told us, "The service is clean and well-maintained, and I am confident that if I saw anything that needed cleaning or fixing, this would be done straight away."
- Relatives spoke to us about the infection control measures in place to support them to safely see their family members. One relative said, "The service is supportive of us seeing [family member] and taking them out and about. We must do COVID tests and wear PPE- it is all well organised and safe."
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

Learning lessons when things go wrong

- The provider and management team reviewed accidents and incidents and took action if this was necessary. This included, referring people to external health professionals or updating people's care plans and risk assessments.
- Actions and findings were shared with the staff team in meetings and at handovers to promote lessons being learned.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong; Continuous learning and improving care

- The provider, registered manager and staff team were clear about their roles. Staff knew how to support people in line with assessed risks and their personal preferences. Staff felt well supported and were able to request further training or guidance if they needed this.
- People and relatives were confident about the support that staff gave to them. One person said, "[Staff] seem to be very well trained. I feel comfortable asking them to help me with anything I cannot do myself." A relative told us, "[Family member] is very happy living at the service and I have complete trust that the staff are treating them with dignity and respect."
- The provider and registered manager carried out audits to monitor the quality of the service in areas such as care planning, health and safety and medicines. Where areas for improvement were identified, actions were put in place to rectify these.
- The provider was open and honest with people when things went wrong. Complaints were responded to in a timely manner and the person was asked whether the response to the complaint met their expectations. Reportable events were notified to the CQC in line with legal requirements.
- The provider and registered manager were committed to continually improving the service. A detailed improvement plan with actions and timelines was in place and this was based around people, staff and relatives' feedback about the service. We fed back some minor areas for consideration at this inspection and the provider and registered manager took immediate action to put improvements in place.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The provider and registered manager promoted a positive culture. The registered manager made sure they were visible to people and the staff team. This meant that they helped people and staff understand that they could approach them to discuss the service. Staff told us that the registered manager was supporting them to continually focus on maintaining and improving the culture at the service.
- People and their relatives were happy with the support they received at the service. People's comments included, "There is nothing I would change. This is the best service I have been in." and, "[Staff] are lovely and I cannot fault any of them. The food is good, and you can have as much as you want. We have lots to do

and I love the social events." A relative said, "You can tell how good the service is as [family member] describes it as their home and looks forward to going back after we have been out. This hasn't happened anywhere else."

- People and their relatives were positive about the management of the service. One person said, "No worries at all with the management here. If there is anything I need or if anything is wrong, they sort it out straight away." Relatives comments included, "The service is well managed and is perfect for [family member] in every way." and, "We are absolutely thrilled with the service and the management team. I feel very at ease approaching the service with anything we might need."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People were supported to be involved in and feed back about the service in meetings and in one to one discussion with the staff team. One person said, "I go to residents' meetings and we talk about things like the food or social events. It's nice that we are asked about this."
- Relatives were positive about the way they were kept involved in their family members care and support. The registered manager sent monthly updates to relatives about their family member and how they had been over the month. One relative told us, "The way that we are kept up to date is what makes the service stand out. It gives me a lot of confidence in the support they give to [family member]."
- People and their relatives were involved in care planning and reviews of care plans. People were supported to understand what was being discussed in ways that made sense to them, for example using pictures or symbols. For example, a video of interviews for the registered manager role was produced so people could watch these and feedback their thoughts on potential candidates.
- Staff were invited to feedback and be involved in the direction of the service in supervisions and team meetings. Staff felt listened to and felt that their suggestions were taken on board.

Working in partnership with others

- The staff team linked and worked with health professionals such as GP's and physiotherapists to ensure that people achieved good outcomes.
- The management team built links with communities such as churches and social event organisers following the COVID-19 pandemic. This supported people to engage in their chosen interests more easily and achieve their chosen outcomes.



BCHA PRIVACY NOTICE

BCHA respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data and tell you about your privacy rights under the General Data Protection Regulations 2018 (GDPR) and the Data Protection Act 1998.

Purpose of this Privacy Notice

This privacy notice aims to give you information on how BCHA collects and processes your personal data.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Who we are

Bedford Citizens Housing Association Limited is the controller and is responsible for your personal data (collectively referred to as "BCHA", "we", "us" or "our" in this privacy notice).

We have appointed a Data Protection Officer (DPO) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the DPO by using the details set out below.

Data Protection Officer
BCHA Limited
1B Kimbolton Road
Bedford MK40 2PU

Or use our email address enquiries@bchal.org

You have the right to make a complaint at any time to the [Information Commissioner's Office](#) (ICO), the UK supervisory authority for data protection issues. We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Third-party data

If you do not have a contract* with BCHA, or are not part of an application process or have never had a contract with BCHA we may hold data about you as a contact on behalf of one of our residents, tenants or employees. If we hold your data as a third party we will obtain your consent to process your data.

*You may have a contract with BCHA if you have a power of attorney for a relative or have entered into a responsible person agreement if this is the case we have a lawful reason to process your data.

The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you, which may include:

- Name
- Address
- Telephone numbers
- Present, previous and forwarding addresses
- Gender
- Date of Birth
- Marital Status
- Rent payment details
- Bank details
- Housing benefit
- Employment details
- National Insurance number
- Health and care details
- Disabilities
- Ethnicity, culture or religion
- Anti-social behaviour, violence and criminal activities
- Complaints
- Leave and absence records
- Training undertaken

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature.

However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you. In this case, we may have to cancel the contract you have with us but we will notify you if this is the case at the time.

Where you are a third party contact we will obtain your consent to hold data about you and you may withdraw this consent at any time. This will mean that we will not be able to hold information which will enable us to contact you.

How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- To provide the services you need including care, repairs, maintenance, rents, transfers, and anything to do with your care contract or tenancy and property.
- To deal with your account(s) including payments, grants and benefits or run any other service we provide to you
- To manage applications made by you
- To provide a helpful and efficient response when customers ask for help and advice
- To deal with complaints
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.
- When we need to process your data protect your “vital interests”. Information will only be passed on when we need to process personal data for medical purposes but you are incapable of giving consent to the processing

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to holding third party information to contact relatives or friends on your behalf. You have the right to withdraw consent to being a contact at any time by contacting us.

Change of purpose

We will only use your personal data for the purposes for which we have collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Disclosures of your personal data

We may have to share your personal data with third parties for the purposes set out above.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Sometimes we may have to share information for legal reasons, for example to the Police, Benefits Agency and other landlords, or if it related to anti-social behaviour, crime or fraud.

If you would like to authorise someone to access your personal data and act on your behalf, please complete a consent form in full and return to BCHA. You can obtain the consent form from enquiries@bchal.org. If you wish to withdraw this permission you must notify us in writing.

International transfers

We will only transfer your personal data to a country outside the European Economic Area ("EEA"), provided that one of the following conditions applies:

- The country to which your personal data is transferred ensures an adequate level of protection for your rights and freedoms.
- We have your consent.
- The transfer is necessary under regulation, in the performance of our contract with you, or to protect your vital interests.
- The transfer is legally required on important public interest grounds or for the establishment, exercise or defence of legal claims.
- The transfer is authorised by the relevant data protection authority where we have adduced adequate safeguards with respect to the protection of your privacy, fundamental rights and freedoms, and the exercise of your rights.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal data are available in our Data and Document Retention Schedule which you can request from us by contacting us.

In some circumstances you can ask us to delete or remove your personal data where there is no good reason for us continuing to process it. We may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Automated decision making and Profiling

BCHA do not use automated decision making and profiling.

Your rights

Under the GDPR you have rights regarding the personal data that BCHA process and hold about you. You have the right to:

- Find out what information BCHA hold on you
- Correct or complete inaccurate personal information BCHA holds about you
- Delete data about you that BCHA have (BCHA reserve the right to refuse this request if we hold data about you for a lawful reason such as having a contract with you. If we refuse to delete data we will tell you why)
- Move your data between landlords
- Challenge how BCHA process your information
- Be notified about changes to the way we use your personal data

If you would like to contact us you must write to us and tell us what you want to do and follow our procedure for requesting access to information. We will ask you to provide proof of identity before disclosing any information. It is free to use these rights, but BCHA reserve the right to charge a reasonable fee if we feel there are excessive requests.

Data Protection Officer
BCHA Limited
1B Kimbolton Road
Bedford MK40 2PU

Or use our email address enquiries@bchal.org

We will respond to all legitimate requests without delay and within one month of receipt. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated. Where the request is manifestly unfounded or excessive we may charge a “reasonable fee” for the administrative costs of complying with the request.

In some circumstances we can refuse to comply, if this is the case it will be explained to you. Please note that your right to see certain information may be limited. For example, if it may affect a police investigation or a criminal prosecution then we are not permitted to disclose the information to you.

If you believe our records are inaccurate, you can write to us, asking for them to be amended. If you believe we have unfairly withheld information or unfairly refused to amend our records, you can make a complaint using our standard complaints procedure. Alternatively, you can contact the [Information Commissioner's Office](#).



Who is the data controller and who is the data protection officer?	The data controller is Bedford Citizens Housing Association and the data protection officer is the Head of Finance and IT.
Why do you need this data?	The information which you provide in this application form and any other information obtained or provided during the course of your application ("the information") is a contractual requirement to assess your application in the process of a applying for residential care with BCHA and failure to provide all of the information requested will mean that we are unable to consider your application for residential care.
What data are you holding?	The data is the information you have given us on this form – including any personal data.
Where will this data be used?	Data will only be stored and used in the UK.
How long will you keep this data?	We will keep the data throughout the application process and whilst you still want to be included on our waiting list. If you succeed in your application for residential care, the information will be used in the administration of your residential care contract with us.
What rights do I have?	You have the right to be provided with information on the identity of the controller (see above), the reasons for processing your personal data (see above) and other relevant information necessary to ensure the fair and transparent processing of personal data details of which is included here.
If I am not happy about the data you hold about me?	You can ask for a copy, you can ask us to correct any information and if you are still not happy you right to lodge a complaint with the Information Commissioner
Where will you get data about me from	We will obtain data from you or from sources you tell us about, we may also use social media to gather information about you. We may check the information collected with third parties or with any other information held by us.
Will you use this data to make automated decisions about me?	We will not use this data to make automated decisions about you.
Will you use this data to market goods and services to me?	We will not use this data to market goods and service to you.

Data subject declaration

I confirm that I understand the above and I am the data subject and BCHA is the data controller. I understand that my data will be processed by BCHA as part of the application for residential care.

Signed	Date
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Keep loved ones in the loop

RELATIVES GATEWAY

Our Relatives Gateway gives you the opportunity to engage more with your relative, share magical moments and give you the comfort that loved one is being cared for, during these times of social distancing and self-isolation.

HELP FAMILIES TO STAY IN TOUCH

Our Relatives Gateway makes it possible for you to send a message to a loved one, letting them know they are thinking of them. There is also the ability for photos to be shared both to and from you, allowing everyone to have more insight into what everyone is doing.

We are able to share a summary of the care being given to a loved one. When a relative is unable to visit a relative in person, it can be reassuring to know their loved one is being looked after.

WHAT CAN YOU SEE ON THE GATEWAY?

Below is a list of everything you can see on the Relatives Gateway:

- Residents Photo
- Residents Gallery
- Daily care provided
- Care Hours chart
- Activities chart
- Happiness chart
- Care summary
- Care notes story
- Care Notes Per Day chart
- Fluid chart
- Messenger
- Plan of care to be provided
- Care notes chart
- Care plan document
- Hygiene chart



Mobile Care Monitoring

Getting started Relatives Gateway for Relatives

Overview

Relatives Gateway is a service provided by Person Centred Software to our care homes, allowing you to access information about your relatives in care. This information may include the care plan, daily care provided, means of sharing pictures and messages and much more, enabling you to be more in touch with your relatives. The use of this service is managed by your relative's care provider through the Person Centred Software cloud.



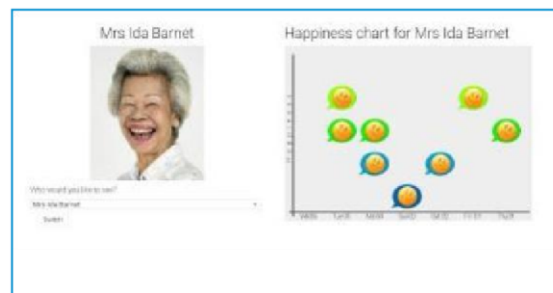
Getting started

To access the Relatives gateway, you must first have received an email containing instructions on how to log in. Click on the hyperlink at the bottom to get started.



Home sweet home

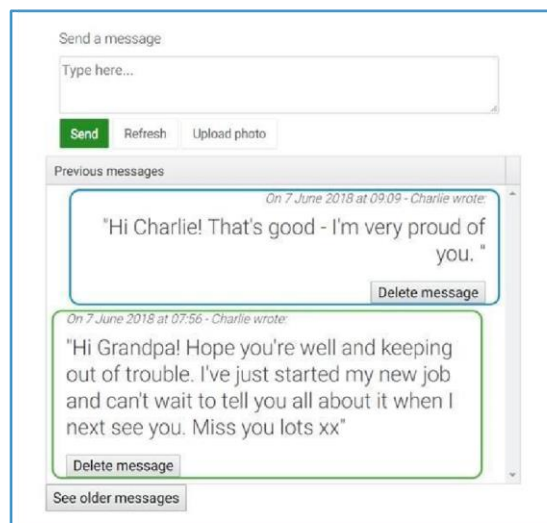
Logging in takes you to your home page. From here, you can change the relative whose information you're viewing and check their happiness chart. The size of each icon on the happiness chart corresponds to how many times that emotion was recorded on that day. The navigation bar at the top can be used to access a variety of services and data.



Sending Messages

Messages are sent via the care home. Care workers will receive the message, and show them to your relative at their first availability. In turn, your relatives can respond through the care workers. You can see a history of your online conversation with your relative, as well as send messages yourself, by clicking on

‘Messenger’ in the navigation bar.



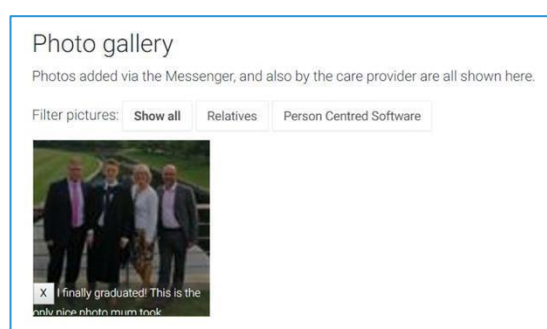
Say 'Cheese'!

Click on 'Upload photo' to send a photo message. You can add a description to the photo. The photo and their description will appear in the message stream, just like any other message.



Photo Gallery

Photos shared via messenger, or added by the Care Home, can be viewed by clicking on 'Photos' in the navigation bar.



Mistakes happen

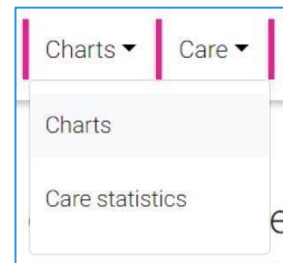
Clicking 'Delete message' will delete the message from both your feed and your relative's feed. If you're quick, you can intercept an erroneous message before it's delivered to your relative. If that message contained a photo, then the photo will also be removed from your photo gallery. Make sure you don't delete anything precious to you!

Stay Informed

It's important that you know your relatives are being cared for. We provide a variety of data to help you stay in the know.

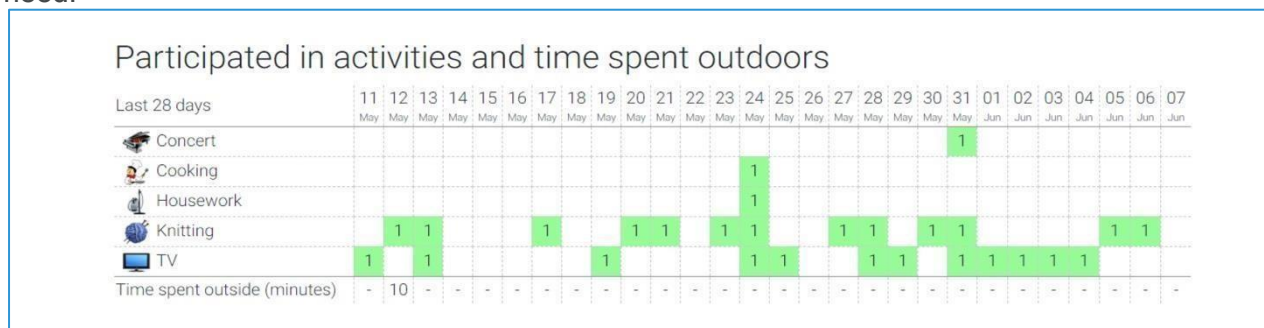
Navigation

Hover over 'Charts' to reveal a drop-down menu. You'll see two options: 'Charts', and 'Care Statistics'. Click on one to get started.



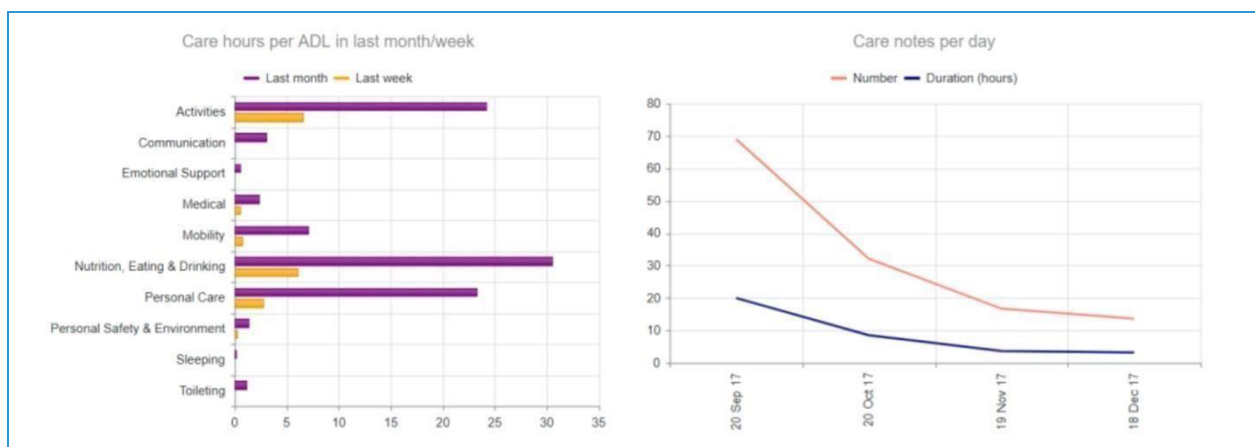
Charts

Clicking on 'Charts' will redirect you to a page comprised of a variety of charts and graphs containing relevant care information from hygiene to fluid intake. These are updated live; you'll never need to wait to feel reassured that your loved ones are getting the care and attention they need.



Care Statistics

Click on 'Care statistics' and you'll see up to two graphs; one shows the number of care notes per Activity of Daily Living (ADL) in the last week and the last month. The other graph shows the number of care notes recorded each month alongside the duration of the care delivered.

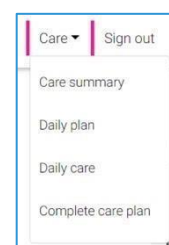


Overview

In the 'Care' section, you'll find additional text information about your relative's daily life. You'll see what their care home has planned for them, what they got up to yesterday, and a summary of how their care has transformed over time.

Navigation

Hover over 'Care' to reveal a drop-down menu. You'll see up to four options: 'Care summary', 'Daily Plan', 'Daily care' and 'Complete care plan'.



Care Summary

The care summary shows most recent monthly analysis for the service user, compared to their first month as a resident, or the same month a year ago if they have been a resident for a year or longer.

Care Summary for Mr Alfred Jones

22 Nov 16 to 19 Dec 16

199 care interventions in the month of which 41 were in the last week

57 hours spent caring for Alf of which 12 hours were spent in the last week

Alf was involved in 45 activities lasting a total of 12 hours

8 care episodes involving 0 hours care during sleeping hours

Alf was happier at the end of this month than the beginning

Alf was on average content towards the end of this month

Alf had 1 fall

22 Nov 17 to 19 Dec 17

381 care interventions in the month of which 95 were in the last week

89 hours spent caring for Alf of which 21 hours were spent in the last week

Alf was involved in 43 activities lasting a total of 18 hours

Alf was happier at the end of this month than the beginning

Alf was on average content towards the end of this month

Alf had 5 falls

Daily Plan

The daily plan shows a summary of information about your relative, alongside their plan for the day.

Daily Plan for Mrs Ida Barnet

Date of birth: 03/10/45

Room number: 12

Risk of falls

May become tearful easily when disorientated

Talks about: Her family - Gardening - Animals

61.0 kg

1.50 m

BMI: 27.1

Medical history: Dementia - CHF - Difficulty in Breathing - #NOF (2014)

Care needs: Ida requires help with all aspects of care needs, both physically and emotionally

Social information: Ida has 2 daughters (Elizabeth and Sobhan) who live locally, both medically trained. She has 4 grandchildren. Her sister lives in North London, but she has not seen her for years.

During the afternoon

 A bit of Mozart and Bach on Thursday at about 14:00

 I like a hot cup of cocoa in the evening



Complete Care Plan

If you have power of attorney for personal welfare, you'll have the ability to view your relative's care plan document. This is a multi-page document, containing information from scored risk assessments to a detailed element-by-element look at their long term care plan. Importantly, it contains a consent page at the bottom, which you will be asked to sign when the care plan is agreed. Click on 'Complete care plan' to access it.

Daily Care

The daily care shows a diluted account of evidenced care for your relative. There are three different ways of viewing the information: "Daily Care", "Care Notes Story" and "Care Notes Chart". The care notes chart allows you to filter information.

Need support?

Please visit the FAQ page within Relatives Gateway or contact the care home directly.