

Date:
Our ref: KH/CM
Your ref:

Dear

After considering the assessment prepared by your social worker and ourselves, I can confirm that we are able to meet your current needs in respect of your health and welfare.

In the future if your needs change, we will discuss this with you, your social worker, and if you wish, your carers, to ensure that you continue to be supported appropriately.

We look forward to seeing you onand request that you arrive at..... Arrival prior to or after this time may result in you having to wait while other guests are attended to .

Payment for your short break can be made at the beginning or end of your stay by cash or cheque made payable to Sunderland City Council.

WOULD YOU PLEASE COMPLETE THE ENCLOSED CHECK LIST AND BRING THIS WITH YOU ON ADMISSION.

Can you please refer to the information attached regarding the new Smoke free law.

Should you or your carer have any queries about anything contained in this letter, please do not hesitate to contact me or a member of staff at Kentmere House on 0191 5536485.

Yours sincerely

CATH MASSEY
MANAGER

Direct Line 0191 553 6485

KENTMERE HOUSE, Blind Lane, Houghton-le-Spring, DH4 5HX

**CITY OF SUNDERLAND
ADULT DIRECT SERVICES
KENTMERE HOUSE SHORT BREAK UNIT**

To ensure that your stay with us proves to be a positive and enjoyable experience, we ask that you complete the following check list of requirements, and bring this with you to Kentmere House.

ITEMS AND INFORMATION WE REQUIRE FOR YOUR STAY

- 1) YOUR REPEAT PRESCRIPTION LIST** **included**
(WE NEED THIS TO CLARIFY MEDICATION)
- 2) ENOUGH MEDICATION TO LAST YOUR STAY AND NO LONGER**
 included
- 3) IF NECESSARY, HAVE YOU INFORMED YOUR DISTRICT NURSE
OF YOUR STAY** **yes** **no** **n/a**

**IF A DISTRICT NURSE WILL BE ATTENDING KENTMERE HOUSE,
PLEASE BRING YOUR NURSING NOTES WITH YOU**

- 4) DO YOU HAVE ANY APPOINTMENTS DURING YOUR STAY WITH
US** **yes** **no**

(If yes you will need to arrange the transport and an escort, if needed, prior to your stay, or the appointment should be re-arranged, as unfortunately, we cannot provide transport or an escort)

Details of any
Appointments.....

- 5) DO YOU USE ANY CONTINENCE AIDS**
(if so these should be brought with you) **yes** **no**

MONEY

If you like to take part in activities or outings it may be advisable to bring some money with you. If you prefer it can be kept for safe keeping in the office safe. **PLEASE NOTE THAT STAFF OF THE UNIT CANNOT ACCEPT MONEY FOR SAFEKEEPING.**

Can we request that you do not bring large amounts of money with you as we are unable to hold excessive amounts of cash for insurance purposes. You may, if you wish keep cash and valuables in the lockable facility in your room. Should you decide to do this, it is advisable that you have your own insurance as we cannot accept liability for any loss, damage or theft.

SUPPORT ON THE UNIT

Care staff will always be available on the unit to support you with your day-to-day living. Staff will also support you to remain as independent as possible and maintain your existing daily living skills.

There are tea and coffee making facilities available in the unit kitchen, please feel free to help yourself at anytime.

YOUR ROOM

You will be offered a room key and also a key for your lockable facility. The staff on the unit do have duplicate keys to enable entry if needed.

PLEASE REMEMBER TO RETURN YOUR KEY BEFORE YOU LEAVE.

TOILETRIES

Please remember to bring your personal toiletries with you e.g. soap, shampoo, bubble bath, talc etc. Although we provide towels and face cloths you may prefer to bring your own.

MENU

A choice of meal will be offered to you one day in advance. Special diets are catered for and the catering staff are available to discuss any queries you may have. Guests may also bring in their own food items, if they prefer particular brands.

VISITORS

We welcome visitors to the unit. If you choose you can sit in the lounge area or the privacy of your own bedroom. We have no restriction other than requesting your visitors to avoid mealtimes 12.30 – 1.30 and 4.30 – 5.30. Visitors are welcome to use the tea and coffee making facilities in the kitchen.

SMOKING POLICY

In accordance with the Smokefree Law there is no smoking allowed in Kentmere House or its grounds. Anyone wishing to smoke will have to leave the grounds and smoke in the areas surrounding the home. Please speak to senior staff if you require any further information.

LAUNDRY

Please ensure that you bring sufficient clothing for the duration of your stay as we do not provide a laundry service other than in the case of emergency.

PLEASE GIVE BELOW THE NAMES, ADDRESSES AND TELEPHONE NUMBERS OF THE PEOPLE YOU WOULD LIKE US TO CONTACT IN THE EVENT OF AN EMERGENCY DURING THIS SHORT BREAK.

Name.....

Name.....

Address.....

Address.....

.....

.....

.....

.....

Tel No.....

Tel

No.....

During your stay we will be encouraging you to comment on the service we offer and for you to suggest ways of improving the service that ultimately will improve the quality for you and others.

We do hope that you enjoy your stay and if you have any queries or concerns please let us know