

Inspections

INSPECTIONS

As part of the Department of Health's requirements, all care homes are inspected by the Commission for Social Care.

One of these inspections is unannounced and the other is usually announced. A copy of our most recent inspection can be found in the office or may be obtained via their website:- www.csci.org.uk

QUALITY ASSURANCE

We will be asking residents and their families/friends to complete questionnaires throughout the year to establish whether the service that we are providing is in accordance with the wishes of all concerned. By monitoring the outcome of these questionnaires, we hope to maintain a check on our performance and make improvements where it is found necessary.

ACCESS TO FILES

The Lodge operates an "Access to Files Policy"; the procedures for this may be discussed with the Manager, Mrs Nicoll.