



City Road NORWICH NR1 3AP

Residential Care Home Telephone: 01603 620119 Fax: 01603 665095 Email: care@cortonhouse.co.uk

Website: www.cortonhouse.co.uk Brakendon Close Independent Living Telephone: 01603 622957

Corton House Residential Care Home

Selection Policy and Procedure

Registered Office is at the above address. Founded in 1952 by the Free Church Council of Norwich

GENERAL

Corton House Ltd offers accommodation to prospective residents and in doing so aims to:-

- provide excellent, loving care and support for older people
- be fair, transparent, and consistent
- be easy to understand and customer focused
- ensure accurate information can be provided
- uphold the principles of equal opportunity and diversity
- ensure best use of the available accommodation
- contribute to the creation of a mixed community, with differing ability levels
- provide value for money

Meeting the Needs of a Diverse Community

The selection policy and procedures are designed to ensure that all applicants receive equal treatment regardless of race, colour, national origin, culture, sexual orientation, marital status, gender, religion or disability. Corton House Ltd. will seek to ensure that the waiting list is open to everyone, except those specifically excluded and notified in writing (such circumstances would include nursing needs or advanced dementia).

SERVICES PROVIDED

- 24 hour care
- 42 single rooms, all but one with en suite facilities
- meals prepared in our kitchen using high quality food from reputable suppliers
- all residents' laundry serviced on the premises
- worship services held regularly
- every three weeks a shop facility will be available selling toiletries, cards, sweets, etc
- a safe and secure environment
- emergency call facilities
- gardens to enjoy with an annual summer fete and bonfire party
- social activities including entertainment, games, musical evenings, outings, and coffee mornings

Additional chargeable services such as hairdresser, chiropodist and newspapers available.

WAITING LIST

The waiting list for vacant accommodation will be open to those who:-

- are retired and aged 60 years or over
- have a need for residential accommodation and wish to choose this type of service

Applications for inclusion on the waiting list will only be accepted from those who are looking to move into residential accommodation as soon as possible. An “Expression of Interest” list will be kept of those who wish to be considered at some time in the future. You will be asked to resubmit your application should a period of five years or more elapse.

Staff members’ relatives

Applications for a residency received from a relative of any member of staff of Corton House Limited will be declined.

Board members’ relatives

Corton House is subject to the regulatory code of the Care Standards Act 2000. An application for accommodation received from a relative of a member of the Board of Trustees will be thoroughly scrutinised and safeguards put in place to ensure that the resident does not receive more favourable treatment than other residents. Should it ever be necessary to discuss a resident who is a relative of a Board member during the course of a Board meeting, that member will absent himself/herself during both the discussion and vote. Furthermore, members of the Board are aware of the need to exercise the utmost probity and discretion when voting or discussing any matters affecting Corton House, where a relative is a resident.

Exclusion or removal from waiting list

Individuals may not be suitable to join the waiting list or have their application removed if one or more of the following applies:

- have a conviction for an offence incompatible with living in a residential care environment
- have not been granted permission to reside permanently in the U.K
- are known to have been subject to a previous breach of tenancy or residency agreement with any other organisation
- if dependent needs so determine that residential care is inappropriate
- have given false information
- there is a permanent loss of contact with the applicant
- a medical history check from the GP is not forthcoming

Each case will be considered on its merits and a reason for not being suitable will be given.

Should anyone be removed from the waiting list, and it subsequently becomes clear this was an error, their application will be reinstated and apologies given.

Should anyone wish to be removed from the waiting list they should contact the Applications Co-ordinator.

Note:- In accordance with both the Data Protection and Disability Discrimination Acts records of the race, gender, and disability of people will be maintained.

SELECTION

Corton House is pleased to provide 24 hour residential care for older people who need the personal services we offer to aid their quality of life.

Within our registration we cater for male and female residents who are frail, whether this be mentally or physically, who may have mild cognitive impairment but who do not require nursing or elderly mentally infirm care.

Our assessment of capability reviews and personalised risk management ensure that the individual needs of our residents can always be met.

Procedure

Prior to accommodation becoming available, selection will be made from the current list of applicants taking into consideration their needs, suitability, and ability to pay.

We would not wish to place a new resident without meeting with them first. Should this not be possible at Corton House we would be prepared to assess within a twenty mile radius.

If successful the applicant will be invited to view the vacant room when this becomes available.

We will only be able to accommodate residents who meet our criteria of lower care-related needs.

A service agreement is held with Norfolk County Council. No funding streams from other counties will be considered.

When a decision is made to accept a resident, a date will be arranged for the commencement of occupancy. Following completion of a three week trial, an agreement which conforms to the Charter for Housing Association Applicants and Residents, will be signed by both parties.

If an applicant refuses two offers of accommodation their application will be reviewed.