

## **OUR PLEDGES TO RESIDENTS**

1. We will treat you with dignity and respect and consult you and keep you informed throughout the process
2. We will ensure relatives and friends chosen by you are informed of the home closure and are able to remain involved in the process too
3. We will name a member of staff from your present care home who knows you well to listen to you, to support you and stay in contact with you
4. We will provide an advocate to assist anyone who does not have mental capacity to make decisions about their future arrangements and has no family or friend to do this
5. We will discuss your preferences, care and support needs with you and addressing your concerns about moving. We will update your assessment if necessary and check you agree with what has been written
6. We will ensure you have as much choice as possible about the type of care service you choose. We will arrange for you to visit ones you consider may be suitable or for your family to do so if you are unable to do so
7. We will complete a new 'support plan' and 'life book' with you to make clear your likes; things you want to do or be assisted with; your interests and priorities now and in earlier life. Once you are in agreement with what is in the plan/book this can be used to brief your new service providers and help them prepare for your arrival
8. We will ensure that within reason you do not incur any additional costs through moving to a new provider

9. We will carefully plan the day of the move with you – who you want to travel with you; how you travel; a written list of personal items – everything will be done to reduce stress or worries
10. We will visit you and find how you are doing after the move and check if there is anything else you wish to be done
11. Finally we pledge to try our best to meet your own personal priority – for example you may have friends you particularly wish to stay together with after a move