

THE DOWER HOUSE

WINCHESTER



Quality Statements in Full

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Safe – Safe Environments

Safe Environments Statement

At **The Dower House Nursing Home**, we are committed to maintaining a **safe, secure, and comfortable environment** where residents, staff, and visitors can feel confident and cared for.

Our Approach

- **Environmental Safety:**
Regular risk assessments, maintenance checks, and health and safety audits ensure that all areas are safe and well-maintained.
- **Infection Control:**
Robust hygiene, cleaning, and infection prevention measures protect residents, staff, and visitors.
- **Security Measures:**
Access is controlled, and safety systems are in place to prevent unauthorised entry and ensure resident protection.
- **Comfort and Accessibility:**
The home is designed and adapted to meet residents' mobility, sensory, and personal needs, promoting independence while reducing hazards.
- **Continuous Improvement:**
Feedback from residents, families, and staff informs ongoing improvements to maintain a safe and welcoming environment.

Our Commitment

By maintaining a safe environment, The Dower House ensures residents can live with **dignity, independence, and confidence**, while staff and families can trust that safety is consistently prioritised.

THE DOWER HOUSE

WINCHESTER

Safe – Infection Prevention and Control

Infection Prevention and Control Statement

At **The Dower House Nursing Home**, protecting residents, staff, and visitors from infection is a **top priority**. We are committed to maintaining high standards of hygiene, cleanliness, and infection prevention to provide a safe and healthy environment.

Our Approach

- **Policies and Procedures:**
Robust IPC policies are in place, regularly reviewed, and aligned with national guidance and CQC requirements.
- **Staff Training:**
All staff receive ongoing training in infection control, hand hygiene, and the correct use of personal protective equipment (PPE).
- **Monitoring and Auditing:**
Regular audits, cleaning schedules, and environmental checks ensure IPC standards are maintained consistently.
- **Resident and Family Education:**
Residents and families are informed about IPC measures and encouraged to follow guidance to reduce risks.
- **Outbreak Management:**
Clear procedures are followed in the event of suspected or confirmed infections, including prompt reporting, isolation, and communication with health authorities.

Our Commitment

Through vigilant infection prevention and control, The Dower House ensures a **safe, healthy, and welcoming environment** where residents can live with confidence, staff are protected, and families have peace of mind.

THE DOWER HOUSE

WINCHESTER

Safe – Learning Culture

Learning Culture Statement

At **The Dower House Nursing Home**, we are committed to fostering a **learning culture** where safety, quality, and continuous improvement are central to everything we do. We recognise that learning from experience — whether from successes, near misses, or incidents — is essential to maintaining high standards of care and protecting residents.

Our Approach

- **Open and Transparent Reporting:**
Staff are encouraged to report incidents, accidents, or near misses without fear of blame. Every report is reviewed to identify learning opportunities and prevent recurrence.
- **Reflective Practice:**
We regularly reflect on care delivery, policies, and procedures, using audits, meetings, and feedback to inform improvements. Learning is shared across the team to embed best practice.
- **Training and Development:**
Continuous education ensures that staff are equipped with the skills and knowledge to deliver safe, effective, and person-centred care. Training is tailored to individual roles and updated regularly.
- **Resident Safety as Priority:**
Lessons learned are applied promptly to enhance safety, minimise risk, and improve outcomes for residents. Staff understand that learning is a key part of providing safe, high-quality care.

Our Commitment

Through a strong learning culture, The Dower House ensures that safety is embedded in everyday practice. By valuing reflection, feedback, and continuous improvement, we create an environment where **residents are protected, staff are confident, and care is consistently safe and high quality.**

THE DOWER HOUSE

WINCHESTER

Safe – Involving People to Manage Risks

Involving People to Manage Risks Statement

At **The Dower House Nursing Home**, we actively involve residents, families, and staff in **identifying, understanding, and managing risks** to ensure care is both safe and empowering. We recognise that everyone benefits when people are included in decisions about their care and safety.

Our Approach

- **Resident Involvement:**
Residents are supported to participate in discussions about their care, including identifying personal risks and agreeing how to manage them.
- **Family Engagement:**
Families are included in care planning, especially when risks involve health, mobility, or transitions, ensuring collaborative decision-making.
- **Staff Participation:**
Staff are encouraged to raise safety concerns, contribute to risk assessments, and suggest improvements to minimise potential harm.
- **Individualised Risk Management:**
Risk assessments are tailored to each resident, balancing safety with independence and quality of life.
- **Learning and Review:**
Incidents and near misses are reviewed with residents, families, and staff to learn, adapt, and prevent recurrence.

Our Commitment

By involving people in risk management, The Dower House ensures care is **safe, person-centred, and empowering**, enabling residents to live with confidence while maintaining the highest standards of safety and wellbeing.

THE DOWER HOUSE

WINCHESTER

Safe – Medicines Optimisation

Medicines Optimisation Statement

At **The Dower House Nursing Home**, we are committed to ensuring that residents receive their medicines **safely, effectively, and in a person-centred way**. We strive to optimise the benefits of medicines while minimising risks, supporting residents' health, comfort, and wellbeing.

Our Approach

- **Safe Administration:**
Medications are administered according to prescribed instructions, with checks in place to prevent errors.
- **Individualised Care:**
Residents' medicines are reviewed regularly, considering their needs, preferences, and clinical conditions.
- **Staff Competence:**
All staff involved in medication management are trained, assessed, and supported to maintain competence and confidence.
- **Monitoring and Review:**
Medicines and their effects are monitored, with timely reporting of adverse reactions and coordination with healthcare professionals.
- **Resident and Family Engagement:**
Residents and families are informed and involved in decisions about medicines, fostering understanding and consent.

Our Commitment

Through medicines optimisation, The Dower House ensures residents receive **safe, effective, and personalised medication care**, while staff are confident in their practice and families can trust in the quality and safety of our service.

THE DOWER HOUSE

WINCHESTER

Safe – Safe and Effective Staffing

Safe and Effective Staffing Statement

At **The Dower House Nursing Home**, we ensure that staffing levels, skills, and competencies are **sufficient and appropriate** to meet the needs of our residents safely and effectively.

Our Approach

- **Staffing Levels:**
We maintain adequate staffing to provide timely, high-quality, person-centred care at all times.
- **Recruitment and Induction:**
Robust recruitment processes ensure staff are appropriately qualified, experienced, and checked. Comprehensive induction equips new team members to deliver safe and compassionate care.
- **Training and Development:**
Ongoing training, supervision, and appraisal support staff development and maintain clinical competence.
- **Staff Wellbeing and Support:**
We promote a supportive culture, recognising staff contributions, encouraging communication, and providing guidance to maintain morale and confidence.
- **Monitoring and Adjustment:**
Staffing needs are continuously reviewed in response to resident acuity, feedback, and changing care requirements to ensure safe and effective care delivery.

Our Commitment

By ensuring safe and effective staffing, The Dower House guarantees that residents receive **consistent, high-quality care**, staff are confident and supported in their roles, and families have reassurance in the safety and reliability of our services.

THE DOWER HOUSE

WINCHESTER

Safe – Safeguarding

Safeguarding Statement

At **The Dower House Nursing Home**, the safety and wellbeing of residents are our **highest priority**. We are committed to ensuring that all residents are protected from abuse, neglect, or harm, in line with national legislation, CQC standards, and local safeguarding policies.

Our Approach

- **Staff Training and Awareness:**
All staff receive regular safeguarding training to recognise, respond, and report any concerns appropriately.
- **Clear Policies and Procedures:**
Robust safeguarding policies and procedures are in place, regularly reviewed, and communicated to all staff.
- **Reporting and Action:**
Any safeguarding concerns are reported promptly to the designated safeguarding lead, investigated thoroughly, and escalated to appropriate authorities when required.
- **Resident and Family Engagement:**
Residents and families are informed about safeguarding procedures and encouraged to raise concerns, ensuring transparency and trust.
- **Monitoring and Learning:**
Incidents are analysed to learn and improve practice, reducing the risk of recurrence and enhancing the safety culture across the home.

Our Commitment

Through vigilant safeguarding practices, The Dower House ensures a **safe, respectful, and protective environment**, where residents can live with dignity, staff are confident and supported, and families can trust that their loved ones are safe.

THE DOWER HOUSE

WINCHESTER

Safe – Systems, Pathways and Transitions

Safe Systems, Pathways and Transitions Statement

At **The Dower House Nursing Home**, we prioritise **safe systems, care pathways, and smooth transitions** to ensure every resident receives timely, coordinated, and safe care.

Our Approach

- **Structured Systems:**
We maintain clear policies, procedures, and protocols to manage risk, prevent harm, and respond promptly to incidents or changes in a resident's condition.
- **Care Pathways:**
Individualised care plans and structured pathways guide safe care delivery, from admission through daily care, treatment, and palliative or end-of-life support.
- **Safe Transitions:**
Transfers between services, hospitals, or other care settings are planned and communicated effectively to ensure continuity of care and minimise risk.
- **Monitoring and Review:**
Systems are in place to regularly audit safety, review outcomes, and implement improvements based on evidence, incidents, and feedback.

Our Commitment

By maintaining robust systems, clear pathways, and safe transitions, The Dower House ensures residents experience **consistent, high-quality, and safe care**, while families and staff have confidence in the safety and effectiveness of our services.

THE DOWER HOUSE

WINCHESTER

Caring – Kindness, Compassion and Dignity

Kindness, Compassion and Dignity Statement

At **The Dower House Nursing Home**, we believe that **kindness, compassion, and dignity** are at the heart of exceptional care. Every resident is treated as an individual, with warmth, empathy, and respect.

Our Approach

- **Person-Centred Care:**
Staff take time to understand residents' preferences, stories, and needs, ensuring care is personal and meaningful.
- **Compassion in Action:**
Our team builds trusting relationships, offering emotional support and comfort as well as practical care.
- **Respect and Dignity:**
Residents' privacy, choices, and independence are upheld at all times, promoting a sense of self-worth and security.
- **Staff Culture:**
We nurture a compassionate workforce through role modelling, reflective practice, and ongoing training.
- **Feedback and Improvement:**
We listen to residents and families, using feedback to continually strengthen our caring culture.

Our Commitment

By leading with kindness and compassion, The Dower House ensures residents live with **dignity, respect, and genuine human connection**, creating a home where people feel valued, safe, and truly cared for.

THE DOWER HOUSE

WINCHESTER

Caring – Independence, Choice and Control

Independence, Choice and Control Statement

At **The Dower House Nursing Home**, we are committed to supporting residents to **live as independently as possible**, making their own choices and maintaining control over their daily lives.

Our Approach

- **Promoting Independence:**
We encourage residents to do what they can for themselves, offering just the right level of support to maintain confidence and dignity.
- **Empowering Choice:**
Residents are actively involved in decisions about their care, routines, activities, and lifestyle.
- **Respecting Control:**
Each person's right to make their own decisions is respected, whether small daily preferences or major care choices.
- **Flexible Support:**
Care plans adapt to residents' changing needs and wishes, ensuring ongoing autonomy and comfort.
- **Encouraging Participation:**
We provide opportunities for residents to engage in meaningful activities, helping them remain active, fulfilled, and connected.

Our Commitment

By promoting independence, choice, and control, **The Dower House** ensures residents continue to live **with purpose, dignity, and a sense of self-determination**, within a supportive and compassionate environment.

THE DOWER HOUSE

WINCHESTER

Caring – Responding to People’s Immediate Needs

Responding to People’s Immediate Needs Statement

At **The Dower House Nursing Home**, we provide care that is **responsive, compassionate, and personalised**, ensuring residents’ immediate needs are met with **empathy, respect, and dignity**.

Our Approach

- **Attentive Care:**
Staff observe and listen carefully to residents, recognising both spoken and unspoken needs.
- **Prompt Action:**
Immediate needs, whether physical, emotional, or social, are addressed quickly and appropriately.
- **Person-Centred Response:**
Care is tailored to the individual, respecting preferences and maintaining dignity.
- **Supportive Environment:**
Residents feel safe, reassured, and supported by staff who act with genuine care and kindness.
- **Continuous Compassion:**
Teams provide ongoing emotional support, ensuring residents feel valued and respected.

Our Commitment

By responding to residents’ immediate needs with **compassion and care**, The Dower House ensures that every individual feels **seen, heard, and supported**, promoting comfort, dignity, and wellbeing.

THE DOWER HOUSE

WINCHESTER

Caring – Treating People as Individuals

Treating People as Individuals Statement

At **The Dower House Nursing Home**, we believe every resident is unique and deserves care that reflects their **individual personality, preferences, and life story**. We deliver care that honours individuality and promotes wellbeing.

Our Approach

- **Person-Centred Care:**
Each resident's care plan is tailored to their personal needs, choices, and routines.
- **Listening and Understanding:**
Staff take time to get to know residents and their families, valuing their experiences and perspectives.
- **Respect for Identity:**
We recognise and celebrate the individuality, culture, and beliefs of each person in our care.
- **Empowerment:**
Residents are supported to make choices and maintain control over their daily lives.
- **Continuity and Familiarity:**
Consistent staffing helps build trust and meaningful relationships with residents.

Our Commitment

By treating people as individuals, The Dower House ensures care is **personal, respectful, and empowering**, creating a warm environment where residents feel seen, heard, and valued.

THE DOWER HOUSE

WINCHESTER

Caring – Workforce Wellbeing and Enablement

Workforce Wellbeing and Enablement Statement

At **The Dower House Nursing Home**, we recognise that a **caring, motivated, and supported workforce** is central to delivering compassionate care. Staff wellbeing and enablement are priorities, ensuring teams can provide the best care to residents.

Our Approach

- **Staff Support:**
Staff are provided with regular supervision, guidance, and emotional support to manage the demands of their roles.
- **Training and Development:**
Continuous learning and professional development empower staff to deliver safe, high-quality, and compassionate care.
- **Work-Life Balance:**
We promote healthy work practices, flexible scheduling, and wellbeing initiatives to support staff physically, mentally, and emotionally.
- **Recognition and Respect:**
Staff contributions are valued, acknowledged, and celebrated, fostering a positive and respectful working environment.
- **Open Communication:**
Staff are encouraged to share feedback, voice concerns, and contribute ideas, ensuring they feel heard and involved.

Our Commitment

By prioritising workforce wellbeing and enablement, **The Dower House** ensures staff are **motivated, compassionate, and confident**, which directly enhances the quality of care and the overall experience for residents and their families.

THE DOWER HOUSE

WINCHESTER

Responsive – Care Provision, Integration and Continuity

Care Provision, Integration and Continuity Statement

At **The Dower House Nursing Home**, we ensure that care is **well-coordinated, continuous, and integrated** across all services and staff teams. Residents experience seamless care that meets their individual needs without unnecessary disruption.

Our Approach

- **Integrated Care:**
Staff work collaboratively across nursing, care, therapy, and support services to provide joined-up care.
- **Continuity:**
Residents benefit from familiar staff and consistent routines, fostering trust and wellbeing.
- **Communication and Handover:**
Structured handovers, clear records, and effective communication ensure information is shared accurately across shifts and teams.
- **Collaboration with External Services:**
We liaise with GPs, specialists, and community services to provide holistic, integrated care.
- **Personalised Planning:**
Care plans are regularly reviewed and updated, ensuring continuity and responsiveness to changing needs.

Our Commitment

By ensuring care is **integrated, continuous, and personalised**, The Dower House provides residents with **seamless, safe, and responsive support**, fostering confidence, comfort, and trust among residents and their families.

THE DOWER HOUSE

WINCHESTER

Responsive – Equity in Access

Equity in Access Statement

At **The Dower House Nursing Home**, we are committed to ensuring that all residents have **equitable access** to care, services, and activities, regardless of background, ability, or personal circumstances.

Our Approach

- **Inclusive Services:**
Care and support are provided fairly, ensuring everyone's needs are met without discrimination.
- **Accessibility:**
Facilities, activities, and information are adapted to meet the diverse needs of residents, including those with mobility, sensory, or cognitive challenges.
- **Equal Opportunities:**
All residents have equal access to healthcare, therapies, and wellbeing programs.
- **Staff Awareness:**
Staff are trained in equality, diversity, and inclusion to recognise and address barriers to access.
- **Continuous Monitoring:**
Access and participation are regularly reviewed to ensure fairness and inclusivity.

Our Commitment

By promoting equity in access, **The Dower House** ensures that all residents receive **fair, inclusive, and person-centred care**, enabling them to fully participate in life at the home and feel valued.

THE DOWER HOUSE

WINCHESTER

Responsive – Equity in Experiences and Outcomes

Equity in Experiences and Outcomes Statement

At **The Dower House Nursing Home**, we are committed to ensuring that all residents have **equitable experiences and outcomes**, so everyone can live well regardless of personal circumstances, background, or ability.

Our Approach

- **Fairness and Inclusion:**
All residents are treated equally, with care and support tailored to their individual needs.
- **Personalised Care Plans:**
Outcomes are monitored for each resident to ensure care is effective, meaningful, and equitable.
- **Addressing Barriers:**
Staff identify and address any factors that may limit access to services or impact quality of experience.
- **Staff Training:**
Teams are trained in equality, diversity, and inclusion to promote fair and consistent care.
- **Continuous Review:**
Residents' experiences and outcomes are regularly reviewed to maintain fairness, high standards, and personalised care.

Our Commitment

By promoting equity in experiences and outcomes, **The Dower House** ensures all residents receive **consistent, high-quality, and inclusive care**, empowering them to live with dignity, respect, and wellbeing.

THE DOWER HOUSE

WINCHESTER

Responsive – Listening to and Involving People

Listening to and Involving People Statement

At **The Dower House Nursing Home**, we value the voices of **residents, families, and carers**. Listening to people and involving them in decisions ensures care is **responsive, personalised, and respectful**.

Our Approach

- **Active Listening:**
Staff take time to hear residents' views, preferences, and concerns, both verbal and non-verbal.
- **Family and Carer Involvement:**
Families and carers are encouraged to participate in care planning, reviews, and daily decisions.
- **Shared Decision-Making:**
Residents are empowered to make choices about their care, activities, and routines.
- **Feedback and Improvement:**
Feedback is welcomed, acted upon, and used to enhance services and resident experiences.
- **Person-Centred Approach:**
Care is tailored to individual preferences, ensuring residents feel respected, valued, and included.

Our Commitment

By listening to and involving people, **The Dower House** ensures residents receive **responsive, personalised care**, feel **heard and valued**, and are actively involved in decisions affecting their lives.

THE DOWER HOUSE

WINCHESTER

Responsive – Person-Centred Care

Person-Centred Care Statement

At **The Dower House Nursing Home**, we ensure that care is **person-centred and responsive** to each resident's individual needs, preferences, and choices. Our approach prioritises **dignity, respect, and involvement** in decisions about daily life and care.

Our Approach

- **Individualised Care:**
Care plans are tailored to residents' unique preferences, routines, and life histories.
- **Responsive Support:**
Staff promptly adjust care to meet changing physical, emotional, and social needs.
- **Resident and Family Involvement:**
Residents and families are actively involved in planning and reviewing care.
- **Holistic Wellbeing:**
Care addresses physical, emotional, social, and mental health needs to ensure overall wellbeing.
- **Continuous Feedback:**
Feedback is sought and acted upon to ensure care remains personalised and effective.

Our Commitment

By delivering **person-centred, responsive care**, The Dower House ensures residents feel **valued, empowered, and supported**, while families can trust that care is **flexible, compassionate, and tailored to individual needs**.

THE DOWER HOUSE

WINCHESTER

Responsive – Planning for the Future

Planning for the Future Statement

At **The Dower House Nursing Home**, we support residents and their families in **planning for the future**, ensuring care is prepared for changing needs and aspirations. This proactive approach promotes confidence, security, and wellbeing.

Our Approach

- **Advance Care Planning:**
Residents are supported to discuss and document their preferences for future care, including health, lifestyle, and end-of-life decisions.
- **Personalised Future Planning:**
Plans reflect each resident's goals, values, and individual circumstances, ensuring care remains person-centred over time.
- **Family and Carer Involvement:**
Families are included in discussions and decisions, fostering shared understanding and support.
- **Monitoring and Review:**
Plans are regularly reviewed and updated to reflect changing health needs, preferences, and circumstances.
- **Collaborative Approach:**
Care planning involves the multidisciplinary team, ensuring coordinated support across services.

Our Commitment

By supporting residents in planning for the future, **The Dower House** ensures care is **proactive, personalised, and responsive**, empowering residents to live with confidence, dignity, and peace of mind.

THE DOWER HOUSE

WINCHESTER

Responsive – Providing Information

Providing Information Statement

At **The Dower House Nursing Home**, we ensure that residents, families, and carers receive **clear, accurate, and accessible information** about care, services, and their rights. Providing timely information empowers people to make **informed decisions** and promotes confidence in care.

Our Approach

- **Transparency:**
Residents and families are provided with information about care plans, treatments, and services in an understandable way.
- **Accessibility:**
Information is delivered in formats suitable for each individual, taking into account language, sensory, and cognitive needs.
- **Communication Channels:**
Staff are available to answer questions, provide guidance, and clarify information promptly.
- **Involvement in Decisions:**
Residents and families are actively included in care decisions, informed of options, and updated on any changes.
- **Continuous Improvement:**
Feedback is sought to ensure information is clear, relevant, and supports residents and families effectively.

Our Commitment

By providing clear and accessible information, **The Dower House** ensures residents and families are **informed, empowered, and confident** in the care and support they receive

THE DOWER HOUSE

WINCHESTER

Responsive – Responding to People’s Immediate Needs

Responding to People’s Immediate Needs Statement

At **The Dower House Nursing Home**, we ensure that residents’ **immediate and changing needs** are recognised and responded to **promptly, effectively, and with compassion**.

Our Approach

- **Timely Response:**
Staff are alert to residents’ physical, emotional, and social needs and respond without delay.
- **Continuous Observation:**
Team members monitor residents closely to identify early signs of discomfort, distress, or deterioration.
- **Communication and Teamwork:**
Effective handovers and teamwork ensure information is shared quickly so that appropriate actions are taken.
- **Individual Focus:**
Each response is tailored to the resident’s specific preferences, ensuring dignity and reassurance.
- **Support and Comfort:**
Whether responding to health concerns, emotional needs, or personal comfort, staff act with empathy and professionalism.

Our Commitment

By responding quickly and sensitively, **The Dower House** ensures every resident feels **safe, valued, and cared for**, and that their needs are always met with **kindness and respect**.

THE DOWER HOUSE

WINCHESTER

Effective – Assessing Needs

Assessing Needs Statement

At **The Dower House Nursing Home**, we are committed to **comprehensively assessing the needs of each resident** to ensure care is personalised, appropriate, and effective. Accurate assessment is the foundation of high-quality, person-centred care.

Our Approach

- **Comprehensive Assessment:**
Residents' physical, mental, emotional, and social needs are assessed on admission and regularly reviewed to reflect changes in health or preferences.
- **Multi-disciplinary Involvement:**
Assessments involve input from healthcare professionals, residents, and families to ensure a holistic understanding of each person's needs.
- **Person-Centred Planning:**
Care plans are developed based on assessments, prioritising residents' preferences, independence, and wellbeing.
- **Continuous Monitoring:**
Needs are monitored and updated promptly, ensuring that care remains relevant, safe, and effective.
- **Documentation and Communication:**
Assessments are accurately recorded and communicated to all relevant staff to guide consistent care delivery.

Our Commitment

By thoroughly assessing needs, The Dower House ensures that care is **tailored, effective, and responsive**, enabling residents to live comfortably, safely, and with dignity.

THE DOWER HOUSE

WINCHESTER

Effective – Consent to Care and Treatment

Consent to Care and Treatment Statement

At **The Dower House Nursing Home**, we ensure that care and treatment are always delivered with the **informed consent** of the resident, in line with their rights, choices, and legal frameworks such as the **Mental Capacity Act (2005)**.

Our Approach

- **Respect for Autonomy:**
Residents are supported to make their own decisions about care and treatment wherever possible.
- **Informed Decisions:**
Information is provided in ways residents can understand, enabling them to make informed and voluntary choices.
- **Mental Capacity:**
When a resident lacks capacity, we act in their **best interests**, following the MCA principles and involving families and advocates as appropriate.
- **Staff Training:**
All staff receive training on consent and capacity to ensure they act lawfully, respectfully, and in line with CQC expectations.
- **Documentation:**
Consent discussions and decisions are clearly recorded to ensure transparency and accountability.

Our Commitment

By promoting consent to care and treatment, The Dower House ensures that residents' **rights, dignity, and preferences** are upheld, and that all care is **ethical, lawful, and person-centred**.

THE DOWER HOUSE

WINCHESTER

Effective – Delivering Evidence-Based Care and Treatment

Delivering Evidence-Based Care and Treatment Statement

At **The Dower House Nursing Home**, we are committed to providing care and treatment that is **evidence-based, safe, and tailored** to the needs of each resident. Using current best practice ensures residents receive the highest quality care and achieve optimal outcomes.

Our Approach

- **Use of Best Practice:**
Care and treatment are guided by national guidance, clinical evidence, and CQC standards.
- **Individualised Care:**
Interventions are tailored to each resident's needs, preferences, and medical conditions to ensure effectiveness.
- **Multi-disciplinary Collaboration:**
Healthcare professionals work together to plan, deliver, and review care, ensuring it aligns with current evidence and best practice.
- **Monitoring and Evaluation:**
Outcomes are regularly reviewed, and care is adjusted based on resident feedback, clinical results, and evolving evidence.
- **Staff Competence:**
Staff receive ongoing training to ensure knowledge of current best practice and safe, effective care delivery.

Our Commitment

Through delivering evidence-based care and treatment, The Dower House ensures residents experience **high-quality, safe, and personalised care**, while families have confidence in the reliability and effectiveness of our service.

THE DOWER HOUSE

WINCHESTER

Effective – Supporting People to Live Healthier Lives

Supporting Healthier Lives Statement

At **The Dower House Nursing Home**, we are committed to helping residents **maintain and improve their health and wellbeing**. Supporting healthier lifestyles enables residents to enjoy greater independence, vitality, and quality of life.

Our Approach

- **Promoting Physical Health:**
Residents are encouraged to participate in regular exercise, mobility activities, and rehabilitation programs tailored to their needs.
- **Nutrition and Hydration:**
Meals and drinks are planned to meet dietary requirements, personal preferences, and nutritional needs.
- **Mental and Emotional Wellbeing:**
Activities, social engagement, and support for emotional health help residents stay mentally active and socially connected.
- **Preventive Care:**
Routine health checks, screenings, and proactive management of long-term conditions support early detection and intervention.
- **Resident Involvement:**
Residents are supported to make choices about their health, lifestyle, and daily routines, empowering them to live healthier lives.

Our Commitment

By supporting people to live healthier lives, The Dower House ensures residents experience **enhanced wellbeing, independence, and quality of life**, while families and staff are confident that care promotes both safety and health.

Effective – Monitoring and Improving Outcomes

Monitoring and Improving Outcomes Statement

At **The Dower House Nursing Home**, we are committed to **monitoring care and service outcomes** to ensure that residents receive high-quality, effective, and person-centred care. Regular evaluation enables us to identify areas for improvement and implement changes that enhance resident wellbeing.

Our Approach

- **Data and Audit:**
Care delivery, incidents, and resident outcomes are regularly audited to measure quality and effectiveness.
- **Feedback:**
Feedback from residents, families, and staff is actively sought and used to inform improvements.
- **Action Plans:**
Improvement initiatives are planned and implemented based on evidence, audits, and learning from incidents or feedback.
- **Review and Learning:**
Outcomes are reviewed regularly, and lessons learned are shared across the team to improve care practices.
- **Person-Centred Evaluation:**
Outcomes are assessed in relation to individual residents' needs, goals, and wellbeing, ensuring care remains personalised.

Our Commitment

Through monitoring and improving outcomes, The Dower House ensures residents experience **safe, effective, and continually improving care**, while staff are empowered and families have confidence in the quality of the service.

THE DOWER HOUSE

WINCHESTER

Effective – How Staff, Teams and Services Work Together

Working Together Statement

At **The Dower House Nursing Home**, effective care relies on **strong collaboration** between staff, teams, and external services. By working together, we ensure residents receive **coordinated, safe, and person-centred care**.

Our Approach

- **Team Collaboration:**
Staff from nursing, care, therapy, and support roles communicate regularly to share information, plan care, and respond promptly to resident needs.
- **Multi-disciplinary Working:**
We engage with GPs, district nurses, social workers, therapists, and other professionals to provide comprehensive and joined-up care.
- **Resident and Family Involvement:**
Families and residents are included in care discussions and planning, ensuring a shared understanding and approach.
- **Coordination and Handover:**
Structured handovers and clear documentation ensure continuity of care across shifts, teams, and services.
- **Learning from Collaboration:**
Feedback, audits, and joint reviews allow teams to learn together, improve practice, and enhance outcomes for residents.

Our Commitment

By fostering strong teamwork and collaboration, The Dower House ensures residents receive **seamless, high-quality, and person-centred care**, while staff are supported, informed, and empowered to provide the best outcomes.

Well-Led – Governance, Management and Sustainability

Governance, Management and Sustainability Statement

At **The Dower House Nursing Home**, we are proud to demonstrate strong, transparent, and effective **governance and management** that ensure high standards of safety, quality, and person-centred care. Our approach combines professional leadership with the compassion and integrity of a **family-run home**, ensuring that all decisions and actions reflect our core values and residents' best interests.

Governance and Accountability

We have clear governance structures in place, with defined responsibilities for leadership, clinical oversight, and quality assurance. Regular management meetings, audits, and reviews ensure that policies and practices are implemented consistently and that performance is monitored against CQC standards.

We use evidence-based learning, feedback, and incident analysis to identify areas for improvement and sustain a cycle of continuous development.

Management and Leadership

Our management team leads with openness, empathy, and professionalism. We promote a culture of teamwork, shared responsibility, and clear communication, where staff feel informed, valued, and supported. Leaders are visible, approachable, and responsive, ensuring that residents and families have confidence in the care we provide.

Sustainability and Continuous Improvement

We are committed to the long-term sustainability of our service — not only financially and operationally, but also environmentally and ethically. We invest in staff development, digital innovation, and best-practice care models to ensure our home remains adaptable, resilient, and forward-thinking.

We also recognise our responsibility to the wider community and environment, taking steps to reduce waste, improve efficiency, and promote sustainable practices across the home.

Our Commitment

Through strong governance, compassionate management, and sustainable practice, **The Dower House** continues to provide safe, effective, and person-centred care. Our approach ensures that our home remains well-led, resilient, and prepared to meet the needs of our residents — today and for the future.

THE DOWER HOUSE

WINCHESTER

Well-Led – Learning, Improvement and Innovation

The Dower House Nursing Home

Springvale Road, Headbourne Worthy, Winchester

Learning, Improvement and Innovation Statement

At **The Dower House Nursing Home**, we are committed to a culture of **continuous learning, improvement, and innovation**. We believe that reflecting on practice, embracing new ideas, and learning from feedback are essential to maintaining high standards of care and improving the wellbeing of our residents.

Our Approach

- **Reflective Practice:**
Staff and leaders regularly review care delivery, incidents, and feedback to identify areas for improvement and implement meaningful change.
- **Training and Development:**
Continuous professional development is encouraged and supported for all staff to enhance skills, knowledge, and confidence in delivering person-centred care.
- **Innovation in Care:**
We actively explore new approaches, technologies, and best practices to enhance resident care, comfort, and engagement.
- **Feedback and Learning:**
Residents, families, and staff are encouraged to provide feedback, which is valued and acted upon to drive improvements. Lessons learned are shared across the team to prevent repetition and strengthen care quality.

Our Commitment

Through a culture of learning, improvement, and innovation, The Dower House ensures that residents receive **safe, effective, and personalised care**, staff feel supported and empowered, and families have confidence in a service that continually strives for excellence.

Well-Led – Partnerships and Communities

Partnerships and Communities Statement

At **The Dower House Nursing Home**, we recognise that high-quality care is strengthened through **partnerships and community engagement**. We work collaboratively with residents, families, local health and social care providers, and wider community organisations to ensure the best possible outcomes for those in our care.

Our Approach

- **Collaborative Care:**
We work closely with GP practices, district nurses, social workers, therapists, and other specialists to provide seamless, coordinated, and personalised care.
- **Family and Resident Involvement:**
Families and residents are considered partners in care. We actively seek their views and involve them in planning, decisions, and service improvements.
- **Community Engagement:**
We maintain strong links with local charities, volunteer groups, and community initiatives to enhance wellbeing, social connection, and meaningful activity for our residents.
- **Learning and Development:**
By participating in local health networks and professional forums, we stay informed of best practice, new guidance, and innovative approaches to care.

Our Commitment

Through strong partnerships and active community involvement, The Dower House ensures that residents receive **holistic, person-centred care**, families feel included and supported, and our team remains connected, informed, and inspired by best practice.

THE DOWER HOUSE

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Statement of Purpose – The Dower House Nursing Home LLP

1. Service Overview

Service Name: The Dower House

Address: Springvale Road, Headbourne Worthy, SO23 7LD

Registered Provider: The Dower House Nursing Home LLP

Registered Manager: Eleanor Abrams

Telephone: 01962 882848

Email: matron@thedowerhousewinchester.co.uk

Website: www.thedowerhouse.co.uk

2. Our Mission

Our mission is to provide high-quality, person-centred residential and nursing care that promotes dignity, comfort, and wellbeing for every resident. We aim to create a safe, caring, and supportive home where people feel valued, respected, and part of a community.

3. Aims and Objectives

We are committed to:

- Delivering safe, effective, caring, responsive, and well-led services in line with the Care Quality Commission's Key Lines of Enquiry (KLOEs).
- Supporting residents to live fulfilling lives, respecting their rights, choices, and individuality.
- Maintaining a warm, inclusive, and homely environment.
- Promoting independence while offering compassionate care and support.
- Encouraging feedback from residents, families, and professionals to drive continuous improvement.
- Ensuring care is delivered by trained, skilled, and compassionate staff.

4. Our Culture and Values

We foster a culture built on kindness, respect, and professionalism. Our values guide everything we do:

- Respect: Treating everyone with dignity, courtesy, and understanding.
- Compassion: Providing care that is kind, sensitive, and responsive.
- Integrity: Acting honestly, ethically, and transparently.
- Accountability: Taking responsibility and learning from feedback.
- Teamwork: Supporting each other to achieve the highest standards of care.

5. Equality, Diversity and Inclusion

We are committed to promoting equality and eliminating discrimination. We celebrate the diversity of our residents, staff, and community, ensuring that care is inclusive, fair, and person-centred. All residents receive care that reflects their individual needs, culture, and beliefs.

6. Services Provided

Regulated Activity: Accommodation for persons who require nursing or personal care.

Service User Groups:

- Older adults (65+)
- Older adults requiring nursing care
- Older adults requiring palliative care
- Older adults requiring respite care

Care Provided:

- 24-hour nursing and personal care
- Medication management
- Nutritional support and tailored meal provision
- Activities promoting physical, mental, and emotional wellbeing
- End-of-life (palliative) care
- Respite and short-term stays

7. Location and Facilities

The Dower House provides comfortable, fully accessible accommodation with private bedrooms and communal areas. Facilities include adapted bathrooms, a secure garden, on-site catering with tailored dietary support, and a range of activity

programmes designed to enhance wellbeing.

8. Governance and Leadership

Our leadership team is committed to transparency, accountability, and continuous improvement. We monitor quality through audits, resident feedback, and compliance reviews, ensuring we meet all CQC requirements. Staff receive ongoing supervision, training, and professional development to maintain excellence in care.

9. Contact Information

Registered Provider: The Dower House Nursing Home LLP
Registered Manager: Eleanor Abrams
Address: Springvale Road, Headbourne Worthy, SO23 7LD
Telephone: 01962 882848
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Well-Led – Workforce Equality, Diversity and Inclusion

Equality, Diversity and Inclusion Statement

At **The Dower House Nursing Home**, we are committed to promoting a workplace culture where **everyone is valued, respected, and treated fairly**. We believe that equality, diversity, and inclusion are not only legal and ethical responsibilities but also essential to providing **compassionate, person-centred care** for our residents.

Our Approach

- **Inclusive Workforce Culture:**
We celebrate the unique backgrounds, experiences, and perspectives of every member of our team. Staff are encouraged to bring their whole selves to work, knowing they will be accepted and respected for who they are.
- **Fair Opportunities for All:**
Recruitment, training, and development are open and transparent, ensuring equal access to opportunities for progression. We actively challenge discrimination and bias in all forms.
- **Education and Awareness:**
We provide ongoing training in equality, diversity, and human rights to ensure our team understands and applies inclusive principles in their daily work.
- **Listening and Representation:**
We seek feedback from staff, residents, and families to ensure everyone's voice is heard and respected. We promote open dialogue and involve our team in decision-making wherever possible.
- **Respect and Compassion in Action:**
Our culture is rooted in kindness, understanding, and respect for individuality — both in how we care for residents and how we treat one another.

Our Commitment

We are proud to foster a diverse and inclusive workforce that reflects the community we serve. By embracing equality and valuing difference, we strengthen our team, enrich our care, and ensure that **The Dower House remains a safe, welcoming, and fair home for all**.

Well-Led – Capable, Compassionate and Inclusive Leadership

Leadership Statement

At **The Dower House Nursing Home**, our leadership team demonstrates the values of **capability, compassion, and inclusivity** in all aspects of care and management. We lead with integrity, empathy, and a shared commitment to providing outstanding, person-centred care within a warm, family environment.

Capable Leadership

Our leaders are experienced, knowledgeable, and visible across the home. They maintain clear oversight of quality, safety, and compliance, ensuring care consistently meets CQC standards. Through effective delegation, supervision, and mentorship, they empower staff to perform confidently and competently in their roles. We use evidence-based practice, reflective learning, and regular audits to drive improvement and maintain high standards.

Compassionate Leadership

We believe that compassionate leadership is at the heart of excellent care. Leaders model kindness, respect, and understanding in every interaction — with residents, families, and staff alike. They are approachable and take time to listen, providing emotional support and recognition for the dedication of the team. This compassionate approach creates a culture of trust, wellbeing, and genuine care.

Inclusive Leadership

Inclusivity is central to our ethos. Leaders actively seek the views of residents, relatives, and staff to shape improvements and decision-making. Every voice matters. We encourage open communication, equality, and diversity, ensuring that everyone feels respected and valued. Feedback is welcomed, learning is shared, and everyone is encouraged to contribute ideas and innovations that enhance our service.

Our Impact

Through capable, compassionate, and inclusive leadership, The Dower House maintains a positive, supportive culture where residents thrive, staff feel valued, and families have confidence in the care provided. Our leadership team ensures that the home remains safe, well-led, and true to its vision — a place where people feel genuinely cared for, listened to, and part of our Dower House family.

Well-Led – Freedom to Speak Up

Freedom to Speak Up Statement

At **The Dower House Nursing Home**, we are committed to maintaining a culture of **openness, honesty, and transparency**, where every member of our team feels safe and supported to **speak up without fear**.

We believe that raising concerns is a vital part of delivering safe, high-quality, person-centred care. All staff, regardless of role or seniority, are encouraged to voice ideas, report issues, and share suggestions to improve our residents' care and wellbeing.

Our Approach

- **Supportive and Open Culture:**
We promote an environment where staff can speak freely about any concerns — whether about resident care, safety, or working practices — knowing they will be listened to and treated fairly.
- **Clear Processes:**
Staff are informed about how to raise concerns through our **Whistleblowing Policy** and **Freedom to Speak Up procedures**, and they know who to approach — including line managers, senior leaders, or our Freedom to Speak Up Guardian. (Christine Farmery)
- **Responsive Leadership:**
Concerns are taken seriously, acted upon promptly, and outcomes are shared openly. We see every concern raised as an opportunity to learn and improve.
- **Protection and Respect:**
We never tolerate bullying, blame, or discrimination towards those who speak up. We recognise the courage it takes and value it as an act of professionalism and care.

Our Commitment

Leaders at The Dower House champion a “no blame” culture, ensuring that everyone's voice matters and that raising concerns leads to positive change.

By encouraging freedom to speak up, we reinforce our values of **trust, compassion, and continuous improvement**, ensuring that our home remains a safe, supportive, and well-led environment for residents, families, and staff.