

THE DOWER HOUSE

WINCHESTER



Statement of Purpose

Residents Booklet

Welcome to The Dower House

We are delighted to welcome you to The Dower House Nursing Home. Our home provides care, comfort, and companionship for older adults in a warm, safe, and respectful environment. This booklet explains your rights, how we provide care, and what you can expect while living with us. We believe every resident is an individual, and our aim is to support your choices, independence, and wellbeing.

Our guiding values are:

- Respect and dignity for every person
- Independence and choice in daily life
 - Compassion, kindness, and professionalism
- Inclusion, safety, and quality care

Your Right to Privacy

We understand that privacy is important to everyone. Living in a care home should not mean giving up the right to personal space or confidentiality. We will always help you to enjoy your privacy in the following ways:

- Staff provide personal care in a discreet and respectful way.
- You can personalise your room with your own furniture and belongings.
- You may spend time alone or with visitors whenever you wish.
- Bedroom doors can be locked if you prefer privacy.
- Phone calls, post, and conversations are kept private.
- All personal information is treated confidentially in line with data protection law.

Your Right to Dignity

Everyone deserves to be treated with dignity. We see you as a valued individual, not just someone receiving care. We help you maintain dignity by:

- Treating you with respect at all times.
- Supporting you to dress and present yourself as you choose.
- Encouraging participation in meaningful activities.
- Challenging stigma related to age, disability, or illness.
- Helping you manage any health or mobility difficulties sensitively.

Your Right to Independence

Even when care is needed, independence remains vital. We support your freedom to make choices and take control of your life by:

- Offering help only when you need it.
- Encouraging you to do as much as you can for yourself.

- Supporting you to take reasonable risks safely.
- Helping you stay in touch with family, friends, and the wider community.
- Using restraint only in emergencies and in line with the law.
- Ensuring you can access and discuss your care plan whenever you wish.

Your Right to Feel Safe

Your safety and peace of mind are our top priorities. We provide a secure and comfortable home by:

- Assisting with tasks that might otherwise be unsafe.
- Preventing falls and other common risks.
- Protecting everyone from abuse or neglect.
- Having a clear and fair complaints process.
- Creating an open, friendly, and inclusive atmosphere.

Your Rights as a Citizen

You keep all your rights as a citizen when you live at The Dower House. We support this by:

- Helping you to vote and stay informed about elections.
- Supporting access to health care and public services.
- Assisting with benefits and other entitlements.
- Encouraging you to volunteer or take part in community life.

Your Right to Choice

We want you to make your own decisions about your daily life, big or small. You can:

- Choose where and when to eat and what meals you prefer.
- Take part in activities you enjoy or relax when you wish.
- Set your own daily routines wherever possible.
- Be yourself — we respect individuality and personal

preferences.

Your Right to Fulfilment

We aim to help every resident enjoy a fulfilling and meaningful life. We do this by:

- Learning about your life story, interests, and achievements.
- Encouraging hobbies, creative expression, and recreation.
- Supporting spiritual and emotional wellbeing.
- Valuing your relationships and supporting new friendships.

Celebrating Diversity

We welcome everyone at The Dower House, whatever their background. We celebrate diversity by:

- Valuing all cultures, beliefs, and traditions.
- Respecting individual religious and cultural practices.
- Preventing discrimination of any kind.
- Helping residents celebrate important events and festivals.

Family, Friends and Representatives

Family and friends are always welcome at The Dower House. You can choose who visits you, when, and where. Visitors may join you for meals or activities, and we can arrange space for private visits. If you want someone to represent you in any matters, we will fully respect that choice.

Complaints and Concerns

If something worries you, please tell us. We take all concerns seriously and aim to resolve issues quickly and fairly. You can raise a complaint with any member of staff, the Matron, or the General Manager.

Your Health and Personal Care

Your care is carefully planned with you and reviewed regularly. We work closely with health professionals to meet all your medical and personal needs. We ensure privacy, dignity, and compassion at all times — especially at the end of life, when we provide sensitive and respectful support for you and your loved ones.

Our Home Environment

The Dower House is your home. It is safe, comfortable, and designed for your wellbeing. All rooms are en-suite and can be furnished with your own belongings. Communal spaces include sitting rooms, dining areas, a conservatory, and a library. We maintain high standards of cleanliness, safety, and infection control.

Our Staff

Our dedicated team of nurses, carers, and support staff are here to help you live well. They are trained to provide excellent care in line with The Dower House philosophy of kindness, respect, and professionalism. We ensure that enough qualified staff are always on duty to meet everyone's needs.

Our Commitment to You

At The Dower House, everything we do is guided by your needs and wishes. We are committed to continuous improvement and welcome feedback from residents, families, and visitors. We work in line with the Care Quality Commission (CQC) standards to ensure the highest level of care, safety, and wellbeing for everyone who lives here.









