

# 'Driftwood Lodge'



**Seaside**  
CARE HOMES

**Children's Guide**

# Welcome!

The pictures and written information within this pack have been designed to be discussed with you by your parents or carer, at home or school.

The book can be used to help prepare you for your stay at 'Driftwood Lodge' and enable you to understand where you will be going, what it will look like and who you will meet.

If you or your carer have concerns regarding your visit or you require further information or support, don't forget you can telephone us:

**01255 426463**

**We want to help you.**

Illustrations by Joy Gomez



**You are coming to stay at 'Driftwood Lodge'  
for a short break.**



**You and your carer will walk to the door.**



**You and your carer will be greeted at the door.**



**We will speak to your parents  
or carer to check what care you need  
so we can look after you properly.**



**You will meet the staff and other children.**



**You will be able to play in the lounge...**





... or in our lovely sensory garden.

**We will show you your bedroom.**



**Your toys and clothes can go in here.**



**You will go to your school in a special school bus. We will make sure you have everything you need for your day.**



**When your stay is finished you will  
be able to go home again.**

**We will look forward to seeing you again.**

**You need to speak to us or your carers if you are not happy or have any complaints about your stay.**

**There is a copy of our complaints form at the back of this booklet, your carer or parent can help you fill it in.**

**We hope you will be happy here.**



## **'This is not good enough - someone ought to do something about it!'**

There are times when we all feel or say something like this, such as when an expected level of service has not been met or something has happened about which we are not happy. More often than not, such concerns or dissatisfaction with any aspect of the services provided by Seaside Care Homes Ltd can be dealt with by raising the matter immediately with a member of staff. We welcome feedback both positive and negative because it is only by having such feedback that we can check that we are providing a quality service. We acknowledge however that sometimes, matters cannot be dealt with on an informal and immediate basis and that a more formal, documented approach, is necessary.

---

### **So - how do I make a formal complaint?**

Well - one way is by completing this form and sending it to Registered Owners responsible for this service.

---

## **COMPLAINT FORM**

In the spaces below, please outline the nature of the complaint.

1. Date of Complaint:

.....

2. Have you already raised this matter with a member of staff?

Yes / No

If Yes, to whom was the matter addressed?

.....

And When? (Date)

.....

3. Your Name:

.....

Your Address:

.....

.....

.....

.....

Contact telephone No. ....

Childs Name if relevant:

.....

4. Details of your complaint:

.....

.....

.....

.....

.....

.....

.....

.....





## **Where do I send the completed form?**

Completed complaint forms should normally be sent to the registered owners Sarah Crow and /or Amanda Owen at:

Seaside Care Homes Ltd,  
Lodge Park, Lodge Lane, Langham, Colchester, CO4 5NE

## **What happens next?**

The complaint will be dealt with by the member of Seaside Care Homes Ltd management team who is directly responsible for the service about which your complaint is being made and, where Section 3 of the form has been completed fully, you will receive an acknowledgement that your complaint has been received and will then normally receive a substantive response in writing within 28 days.

The receipt of complaints and the actions taken to resolve them are recorded and monitored by Registered Owners, particularly to identify any recurrent problems and ensure generally that a consistent and positive approach to complaints is maintained. The effectiveness of this complaints procedure is also subject to regular scrutiny and in this regard we may contact you at some future date so that we might know your views about the effectiveness of this procedure.

If for whatever reason your complaint has not been resolved and you have received a written response from us that the formal procedures have been exhausted, you may wish to refer the matter to Ofsted contact details:

Ofsted National Business Unit  
The Royal Exchange Building, St Anne's Square,  
Manchester, M2 7LA  
Tel. 0300 123 1231

Or

Local Government and Social Care Ombudsman  
on 0300 061 0614 or visit [www.lgo.org.uk](http://www.lgo.org.uk)

Reference No.....

Date Recieved.....

Person Dealing with Complaint.....

Action taken.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(Append correspondence where appropriate)

Date of response.....

Action agreed Sarah Crow and Amanda Owen (signed)

.....

.....





**Seaside Care Homes Ltd (Head Office)**

Lodge Park, Lodge Lane, Langham, Colchester, Essex CO4 5NE

Direct Line: 01206 233534

**Driftwood Lodge** 17 Woodrows Lane, Clacton-on-Sea, Essex CO16 8DN

Tel: 01255 426463

**The Beach Hut** 9 Huntingdon Way, Clacton-on-Sea, Essex CO15 4EZ

Tel: 01255 475557

info@seasidecarehomes.co.uk • [www.seasidecarehomes.co.uk](http://www.seasidecarehomes.co.uk)