

# ADMISSIONS BOOKLET



**PEMBROKE HOUSE**  
**GILLINGHAM**

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This booklet is designed to help you as you get to know your fellow beneficiaries and how Pembroke House works. If you think we have missed something out please let us know so we can enhance it.

# A HEARTFELT WELCOME TO PEMBROKE HOUSE

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YOU ARE JOINING A UNIQUE COMMUNITY OF PEOPLE WHO SHARE A COMMON BACKGROUND OF SERVICE AND SACRIFICE AND WE SINCERELY HOPE YOUR TIME WITH US IS BOTH ENJOYABLE AND MEMORABLE.

Let us introduce the Pembroke House community. We are unique in that we exist to provide residential and nursing care for retired naval and marine personnel and their dependants. We do not turn our back on other services so we also welcome retired Army and RAF personnel and their dependants (when availability allows).

As a home we enjoy serenity in beautiful gardens within an urban setting. If you enjoy gardening our resident gardener will willingly accept your help to maintain the lawns, walled garden, summer house, nature ponds and potting on of plants.

If you enjoy panoramic views then visiting the Bridge to take in the ever changing vista of the Medway is essential, or you can relax back in the bar and play a friendly game of darts or dominoes. For the gentlemen and ladies we have the coffee shop, and dancing which is open to all. To ensure appearances are kept up we have our hairdresser who either visits you in your cabin (room) or you can visit the salon and have a natter and cup of tea whilst waiting.

To help ensure your home from home meets your and our high expectations we are committed to our beneficiaries receiving a quality service as we believe **our mission** is to:

Make a positive difference in the life of each beneficiary who engages with us, to inspire moments of joy and happiness encompassing a sense of self-worth and belonging within each unique community based on meeting needs and enabling choice.

This is driven by our **vision**:

To inspire and enable people to live meaningful lives, as part of their own life goals. We are committed to embracing innovation in care and concepts in care ensuring our beneficiaries are central in all our actions.

This requires **a culture** of:

Equal opportunities and a belief that everybody who interacts with us has a valuable contribution to the organisations development.

Underlying these are **our values** of:

**Community:** Everyone (beneficiaries, relatives, volunteers, Home staff and HQ staff) form a unique bond of trust, comradery and compassion.

Everyone in the community counts and is part of a larger inclusive family built on honesty, respect and common understanding.

**Clarity:** Openness - Everyone in the community has the right to know

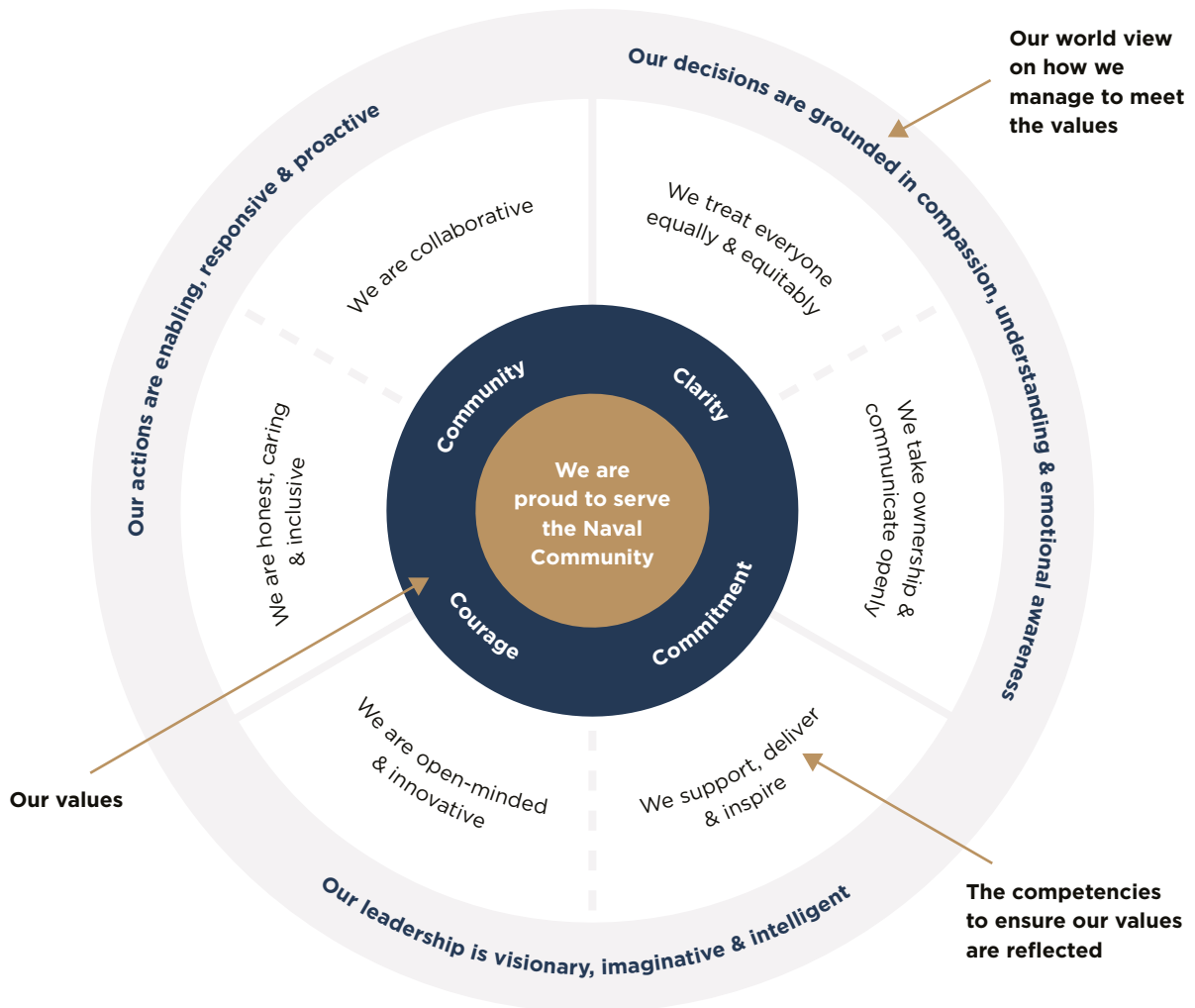
information about themselves and how their community as a whole is faring.

**Courage:** Care will be innovative and forward thinking whilst supporting our beneficiaries in everyday activities and risk management.

**Commitment:** We are committed to our beneficiary and will provide continuity of care through a holistic approach.

Which are set within a **framework:**

## RNBT'S VALUES FRAMEWORK



## VOLUNTEERS

We encourage ex-service personnel and relatives of former beneficiaries to be part of the Home through volunteering.

**Our volunteers** get involved in all aspects of daily life and are invaluable and belong to Friends of Pembroke House. **Everyone is welcome to become a volunteer.**

## BENEFICIARIES' CHARTER

As part of our framework we respect people and have a zero tolerance for aggressive behaviour from anyone. This home reflects mutual respect and understanding so we have a **Beneficiaries' Charter**, a copy is also in the reception.

**We believe our beneficiaries should live meaningful lives and experience Moments of Joy** and as such we will ensure that we abide by our beneficiaries' charter. Our charter states that our beneficiaries have the right to:

1. **Dignity and respect** irrespective of the severity of their mental or physical frailty.
2. **Be accepted**, irrespective of their social, religious, cultural or political views or affiliations.
3. **Achieve** their life goals and **take risks**, as long as there is understanding of the possible consequences of those risks.

4. **Participate** in decisions which affect them or the home.
5. **Contribute** to their care planning and **actively take part** in its execution.
6. **Attend** meeting about their care and needs.
7. **Influence** developments in the home which affects their care.
8. **Involvement** in activities and services within the home.
9. **Access** to medical, dentistry and allied services including pharmacology, nursing, chiropody, audiology and optometry, nursing and community services.
10. **Manage** their own personal affairs, including finances and be supported to do so.
11. **Supported** to make a complaint and access the complaints procedure.
12. **Reside** in a safe environment that places their needs first and ensures a proper level of care.



# PERSONALISING YOUR CABIN

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THIS IS YOUR HOME AND YOUR CABIN IS YOUR PERSONAL DOMAIN. IT IS IMPORTANT THAT YOU FEEL COMFORTABLE IN YOUR CABIN AND WE ENCOURAGE YOU TO PERSONALISE YOUR SPACE.

All we ask is that there are clear walkways to help prevent avoidable falls and allow for care staff and emergencies if they arise.

Our staff team will happily help you arrange / re-arrange your cabin until it is right for you and our maintenance team will assist you when you are deciding on pictures and where to hang them.

As part of security we prefer your personal items to be named. Unfortunately we do not have any storage space at Pembroke House so if an item of furniture needs to be taken out of your cabin, because of a change in circumstances, we will have to ask your relative to take it home.

We will support you to inviting guests into your cabin and relatives are very welcome.





# SOCIALISING

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IT CAN BE HARD MOVING INTO A COMMUNITY AFTER LEAVING YOUR OWN HOME. OUR STAFF ARE VERY AWARE OF HOW DIFFICULT IT CAN BE AND THAT MEETING LOTS OF NEW FACES CAN BE OVERWHELMING.

To help with this our Wellbeing team will happily spend time with you to show you the ropes of living with people and find out what you need to help you feel part of the family.

We will try not to overwhelm you with new faces but our staff will become familiar to you. We rarely use agency staff so you will normally see someone who works for the RNBT and no doubt you will find your favourites.

To help with communal living we have several areas in the home accessible to everyone and you will always be able to find a quiet area if that is what you want.

Our tour on paper starts with the bar and ground floor lounges.



## BAR & ALCOHOL

On the ground floor Pembroke House runs a fully licenced cash bar and we hold functions in our lounges, when allowed, to which beneficiaries can invite relatives and friends. We also run pub quizzes and have darts and dominoes.

This is your home and if you wish to drink alcohol in your cabin we will not stop you, but please remember that there are other people, and it would be unfair on them if you became rowdy. The only time we would discourage you from having a drink is if:

- Your GP advises or states you should not, or
- We have complaints from your fellow beneficiaries or staff

## TELEVISION LOUNGES

Most beneficiaries have their own TV but we have two TV lounges: ground floor near the bar and the Bridge on the top floor. If you have a TV and want it installed please let a member of staff know and our maintenance team will install it for you. If you are under 75, you will need a concessionary Television Licence which we will arrange for you.

You will be able to access Sky TV through 'NOW TV' but it is a subscription service. If you want to subscribe let a member of staff know and we will help you to get it sorted.



## QUIET AREAS

Having places to escape is important. During the summer we have our walled garden which is peaceful and a great place to wile away the day in the fresh air or even spend time in the summer house. Our great British climate does not always permit us to enjoy the outside, so inside we have the ground floor lounge, or the conservatory on the middle floor.

## MEETING PEOPLE

The Quarterdeck is a vibrant area and located on the ground floor. This is where the coffee shop (NAAFI), music, and hair salon are found. This is an area where people meet to chat and reminisce as well as enjoy a cappuccino or latte or whatever takes your fancy.

## FRESH AIR

We are very lucky to be surrounded by beautiful landscaped gardens incorporating a secluded walled garden in which you can spend many a pleasurable hour reading, talking to friends, playing croquet or putting. There is also a garden roof terrace that looks across the River Medway on the first floor.

The garden has raised flower and vegetable beds and a greenhouse. If you like gardening our resident gardener will happily employ your talents. At every opportunity our staff love going into the garden so if you need help to access the garden, just ask and someone will happily assist.

## YOUR WELLBEING

As a member of our community you will be respected because we pride ourselves in our naval heritage and respect the people who served. Your wellbeing is paramount to us and part of keeping you physically, as well as mentally, agile we have a proactive programme of daily activities. Our Wellbeing team will help

you integrate and encourage you to participate in a wide range of activities and trips.

Because of our naval links the Home receives many invitations to attend outside events such as the Buckingham Palace Annual Garden Party and the Cenotaph for Remembrance Day. We make every effort to ensure all beneficiaries are given equal opportunity to be involved. We are often restricted in numbers.

As a home we endeavour to support the spiritual needs of community. We have Interdenominational services at the home, arranged as needed and happily strive to meet diverse religious and cultural needs of our community.

## HAVING YOUR SAY

Your opinion counts and we want to learn from your experience, both positive and negative. As such we are keen that you know that we are here for you and, you can raise any issue with any member of staff at any time.

We have more formal beneficiaries meetings at least four times per year and everyone is invited. This meeting covers all issues that people want to raise. In addition we have a Residents' Liaison Representative who comes in to the Home on the first Monday of the month to discuss any queries with the residents on a one-to-one basis.

## RECEPTION

Reception is 7 days/week and the staff are there for you and are very willing to help where they can. We are happy to ensure your mail gets sent so please either give your stamped letters to reception or use the post box on the reception desk. Reception and NAAFI have stamps you can purchase.



## ACCESSING THE LOCAL COMMUNITY

Going shopping is something many of us like to do. Being in Pembroke House does not stop the fun of visiting local amenities. Our Wellbeing team often organise shopping trips so even if you cannot access public transport you will not lose out. If you want to go with family or friends you may be interested to know:

### BUSES

Gillingham bus station (within walking distance) provides buses to all areas.

### POST OFFICES

Can be found in Watling Street or Sturdee Avenue.

### MAIN SHOPPING CENTRE

Gillingham Town Centre approximately 0.5 mile away.

### CHURCHES

#### Church of England

St Barnabas, Nelson Road, Gillingham

#### Roman Catholic

Our Lady of Gillingham, Ingram Road  
Tel: 01634 852979

#### Methodist

Third Avenue, Gillingham  
Tel: 01634 575139

### LOCAL SHOPS

Newsagent/general stores can be found in Canterbury Street, Gillingham.

All we ask is you let Reception know where you are going, who with and approximate time of your return. This is in case there is an emergency or fire.

## WELLBEING & EVENTS

In this section we have spoken about the Wellbeing team. They are a team of staff who look after activities and trips. The team is led by the Wellbeing Coordinator. If you have specific things you would like to do please let us know as we are always looking for new ideas.

Events such as the Cenotaph or Garden Party are organised by Front of House, who is usually found manning Reception.





# THE NUTS & BOLTS

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LIKE ALL INFORMATION BOOKLETS THERE IS INFORMATION WE NEED TO LET YOU KNOW. THIS SECTION IS IN ALPHABETICAL ORDER FOR EASE OF NAVIGATION.

## APPOINTMENT ESCORTS & TRANSPORT

For our residential community members we ask for a relative to attend appointments with you, but we recognise that this is not always possible. We also recognise that you may want to go to an appointment without someone, but if you do need someone and a family/friend cannot accompany you we will arrange an escort. Unfortunately there is a charge for this service. This is charged at an hourly rate.

For our nursing community members an escort service is included in weekly fees.

If transport is required for an appointment the home has a minibus.

## CHIROPODY

Pembroke has a private visiting chiropodist, visiting every 6 weeks but you are not compelled to use them. This service carries a charge. However, you can engage your own chiropodist. We need to know when they are visiting.

For beneficiaries who are eligible for NHS Podiatry services, we will arrange the visits.

## COMPLAINTS

Our aim is to support you to enjoy a quality experience because Pembroke House is your home and excellence of service is essential in how we care for you. If we fail to meet this standard please let us know. We take every complaint seriously and view them positively as a learning tool to improve.

In the first instance you can raise an issue with any member of staff and they will ensure that it is passed on to the right person. Each time you raise a concern our Service Compliance Manager or Deputy Home Manager will sit down with you to go through where you believe we have not met your expectations. It will be their role to make recommendations on how we can resolve any issue and what lessons have been learned. You will be part of that process. The Home Manager will always be available to help resolve situations.

Effective resolution and learning are our goals when dealing with concerns.

A copy of the Complaints Procedure can be found on the door of your cabin, as well as around the home.

## COVID-19

The regulations for family and friends and meeting up change frequently. The latest visiting guidelines are available in reception. When there is a change we write out to your next of kin to let them know.

What does not change is our policy on admissions and employment. We will not accept an admission who has not been vaccinated and has a negative Covid-19 tests within 48 hours of admission. By coming into the home the beneficiary accepts they will have the boosters when they become available.

All new staff members will have had their vaccinations, it is a condition of deployment. All existing staff members will have had their vaccinations by October 2021 unless there is a medical reason why they should not be vaccinated. All other routine visitors, such as RNBT HQ staff, RNBT trustees and all other professional visitors will also need to prove to us that they have been fully vaccinated for Covid-19 and have a negative Lateral Flow Test.

## ELECTRICAL EQUIPMENT

Health and Safety and fire regulations state all electrical portable appliances bought into the Home need to be tested (PAT). This takes 5 minutes and our maintenance team carry it out.

## FIRE SAFETY

We are very conscious of the risk of fire. Our alarm system is maintained and serviced regularly to ensure it works well.

Part of the **fire precautions** are making sure all the **fire exits are clear** and that **cabins have clear pathways**. You will see someone undertaking a **daily walkabout** and part of their role is checking fire exits. Each day we have allocated **Fire Marshalls and First Aiders**.

Their names are displayed in reception. The Fire Marshall is responsible for the management of an incident and works with the fire department if they are called.

Our **fire prevention** includes **smoke and heat detectors** in cabins and throughout the home, our **no smoking** policy within the home, our **PAT testing** of appliances and **removing items from radiators** as they trap heat.

Our maintenance team **tests our fire alarms every week**. We let you know when we are running a test. We practice regularly so that if the real thing happens we are prepared. Please remember **on testing the fire doors will shut and the lift should not be used**.

### **If you hear the alarm and have not received a warning remember:**

- Do not panic
- Stay where you are
- Do not use the lifts
- The fire doors will automatically shut
- If you need to move to a safe zone our staff will help you
- Wait for the all clear from a member of staff

**Do not worry if you do not see a member of staff immediately, they may be helping other people to a safe zone.**

## GIFTS & DONATIONS

As part of our working practice staff and volunteers are not permitted to directly receive personal gifts or legacies. If you wish to give a particular member of staff a gift please discuss it with the Home Manager before purchase or giving. This is to protect both you and the staff member.

However, anyone wishing to make a donation to Pembroke House or the RNBT may do so via the Home Manager. Those who would like to donate to Pembroke House specifically should make their cheque payable to '*RNBT Pembroke House*'. Cheques made payable to '*RNBT*' will go to help the wider RNBT family of beneficiaries. There are also 'gift aid' forms available from the clerical office. Many supporters of RNBT choose to leave a gift in their Will. We offer a free Will writing service to our supporters, please contact us if you would like to find out more.

## GOING OUT

If you and a group of your community want to go out our Wellbeing Coordinator and Driver will try to enable it. We have two vehicles available: a mini bus and smaller vehicle with wheelchair facility.

If you do go out please let Reception know who you are going out with, where you are going and about how long you will be gone. We do this for your safety as well as if there is an emergency in the home.

## HAIRDRESSING

Hairdressing is paid for privately by you and is available to everyone. We have an appointment system which is held by Reception but cabin visits can be booked for those people who cannot make it to the salon.





## HOUSEKEEPING & LAUNDRY

All cabins are cleaned on a daily basis by our Housekeepers. There will be times when you are asked to vacate your cabin for a few hours for thorough cleaning to take place, as this involves carpet cleaning and fogging (kills viruses in every nook and cranny).

Your personal clothing is laundered for you: our laundry team strive to ensure a 3-day turnaround for personal clothing. We request that all items are labelled (name tags are preferred). Unfortunately we do not take responsibility for lost articles.

We can facilitate dry cleaning but this is at your expense.

Because we have to wash clothes to meet infection prevention and control measures we suggest that clothes that need specialist washing e.g. cashmere are not brought in.

## MEALS

Each floor has a dining room and this is specifically for the community members living on that floor. Most of our beneficiaries enjoy the sociability of the dining room and we recommend attending for meals: it is a great time to meet and catch up on news. We are always available to assist you to access the dining area.

The menu for the week is found on the notice board outside of the dining rooms.

Every quarter our chef leads menu planning for our community, based on the seasons. She takes everyone's wishes and dislikes and creates a master list on seasonal foods.

Mealtimes are:

### GROUND FLOOR

<b>Breakfast</b>	08.00hrs
<b>Lunch</b>	12.30hrs
<b>Supper</b>	17.00hrs

## FIRST & SECOND FLOORS

<b>Breakfast</b>	08.00hrs
<b>Lunch</b>	13.00hrs
<b>Supper</b>	17.30hrs

Hot and cold beverages are served from our drinks trolley on each floor at approximately:-

<b>10.00hrs</b>	<b>15.00hrs</b>	<b>20.00hrs</b>
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However, there is open access to tea, coffees, soft drinks and snacks on all floors every day and our café on the ground floor gives you the best of company and a drink of choice.

One area we routinely check is your weight, and if you are losing it we will make specialist drinks e.g. smoothies and fortify your meals to help you stop the weight loss.

## MEDICAL CHECKS

Part of being at Pembroke House is to help maintain your physical and mental health. To do this we:

1. Access the GP when needed on your behalf, and GPs visits regularly.
2. Carry out observational checks - weight, temperature, blood pressure, oxygen saturation, and where needed blood glucose monitoring.
3. Make referrals to services e.g. Older Persons Mental Health, Physiotherapy and Occupational Therapy.
4. Call on our Registered Nurses to make immediate assessments.

## MEDICATIONS

Depending on your choice and confidence we will either support you to manage your own medications, or at your request we manage them for you. This is primarily your choice, however some medication has to be managed by our staff e.g. injections and controlled drugs.

We have what is called homely remedies: paracetamol, indigestion tablets, laxatives etc. These, if suitable, are available to you. If you want your own supply we ask that you confirm with the person running the floor that they do not have an adverse reaction with your therapeutic medication prescribed by your GP.

We would ask that you can let the person undertaking the medication round know if you have taken any of your personal supply of medication to prevent double dosing.

## NAAFI

The NAAFI is located on the quarterdeck (ground floor) is open frequently (time advertised on notice boards).

The shop carries a selection of sweets, snacks, toiletries, batteries, stamps plus others for sale. This can be a hub of activity when groups meet up for drinks and chat.

## NEWSPAPERS

If you want a newspaper please order and pay for them at Reception. Your paper will be delivered daily to the office on the floor for you to collect at your leisure or we will deliver to your cabin if that is preferable.

## NOTICE BOARDS

Our notice boards are about making information available to you. They are located all over the home but if you would like to see other information on the boards please let us know and we will see if we can oblige.

## PERSONAL PROPERTY

Unfortunately Pembroke House cannot be held responsible for your personal effects, but we want to help you ensure your property is safe. Part of this is keeping a record of the property bought into the Home (This is initially carried out on admission and is added to as and when you have something bought in). We also supply a locked safe in your room for your valuables which you are encouraged to use. However our insurance will cover personal property up to the value of £2,500. If you think you need to claim please let Front of House know and we can follow this up with you on a 1 to 1 basis.

We ask that larger sums of money are deposited in the home's safe (overseen by Front of House). This will not restrict access but it means we can support you in keeping it safe and recommend that a maximum of £50 is withdrawn at any one time, however this is down to you to decide.

## PETS

If you have a pet that you have had to ask a family or friend to take over caring for we are happy to have them visit. Animals can have such a positive effect that we will happily allow them to visit, but please remember not all beneficiaries like animals and some may even find them frightening so, please make sure they are kept under control. If you know your family is bringing in your favourite animal please let us know so we can let your fellow community members know.

## SECURITY

Because our duty is to you as a beneficiary we have primarily external CCTV, but we also have CCTV within the home in corridors and clinic rooms. These are not monitored and are only used if we need to follow up on an incident. We do not have CCTV in cabins or directed towards cabins.

Access to the recordings is strictly controlled because we need to preserve your privacy and in accordance with GDPR.

## SMOKING & VAPING

If you wish to vape or smoke please ask a member of staff and they will escort you, if needed, to our designated area. Because of the dangers posed to fellow community members and to comply with Health & Safety legislation, smoking and vaping are banned outside of the designated area, this includes within your cabin.

If you wish to smoke we will insist upon the use of a smoking apron as a safety measure: Sadly over the last decade several older people have died from cigarette ash and sparks igniting clothing. The smoking apron protects your clothes and reduces this risk considerably.

If you wish to smoke or vape you will be asked to sign an agreement explaining the risks and our policy.

## STAFFING

As a home we use dependency scoring to assess our staffing needs. This is to ensure we are correctly staffed to meet yours and everyone else's needs without compromising quality.

All of the staff pictures are displayed in Reception, and CoolCare lets you know who is on duty.

## TELEPHONES / COMPUTERS

We recognise the need to keep in touch with family and friends outside of the home. To enable this to happen we can arrange for you to pay for an internet connection and/or telephone line to be installed in your cabin. However a mobile phone may prove more cost effective, you may wish to discuss this with your family but if you need assistance please ask a member of staff.

If you have a mobile or land line please let Reception know the number so we can make a note of it, in case of emergency.

If you need to contact your family and do not have access to iPads or other internet based system, we can help. We have a supply of internet based tablets that can help you stay in touch.

## WI-FI

The home has Wi-Fi which can be accessed using the codes on the back of your cabin door. We also have a guest Wi-Fi for use by your friends and family when they are on site. The codes for this are also located on the door of your Cabin.





# FEES

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## WHAT'S INCLUDED

**Our fees** are displayed on our website and our notice board in reception.  
As part of our fees we **include**:

- Accommodation with en suite w/c and hand basins
- Meals (including a choice of menus)
- 24 hour residential care including nursing and personal care
- Access to physiotherapy, occupational therapy and speech and language therapy
- Events & daily activities
- Full time maintenance team
- Extensive private gardens
- Utilities
- Laundry services
- Bedding and towels
- TV licence (or exemption from licence)
- Snacks available on all 3 floors including crisps, chocolate, biscuits & sweets
- Tea & coffee from the Coffee shop (NAAFI) & Reception (beneficiaries only)
- Wine, beer, cider, spirits, or soft drinks from the lounge Bar, or at meal times (beneficiaries only)
- Liaison with outside agencies such as medical practitioners and district nurses
- Annual testing of Resident's personal electrical equipment
- Access to Wi-Fi and 'NOW TV'
- Wheelchairs, fluidic pressure relieving chairs, dynamic alternating mattresses, pressure relieving pillows.

## WHAT IS NOT INCLUDED

The following **services are not covered** by the weekly fee. However the Home can arrange for you to receive the following at an additional cost.

- Dental care services
- Optical care services
- Chiropody services
- Toiletries and over-the counter medicines
- Hairdressing – In house hair salon
- Personal newspapers and magazines
- Monthly telephone calls and line rental charge in Beneficiary’s cabin (if applicable)
- Specialist seating and non-NHS wheelchairs
- Service and repair of personal equipment and effects, including hearing aids and purchase of batteries, wheelchairs where privately owned
- Private taxi or ambulance fares
- Escort duties for privately arranged trips
- Subscription TV



## OUR FEE INCREASES

The Weekly Fees are subject to annual review. Future fee increases will be determined in line with increases in the cost of providing your care. This will include increases in staff costs: pay rates, staffing levels, infection control procedures and other factors which are required to ensure we continue to maintain a high standard of care for residents. Non staff costs will generally rise in line with inflation but may also be affected by factors such as competition between suppliers, government legislation / guidance and changes in technology.

The Royal Naval Benevolent Trust is a not-for-profit organisation, you and your family should be reassured that fees will only increase in line with the cost of operating our care homes. We shall give 4 weeks' notice in writing of any such increase. Increases are normally effective from 1 April each year.





# REGISTRATION & OTHER IMPORTANT CONTACT INFORMATION

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## REGISTRATION

If you wish to look us up on the CQC website ([www.cqc.org.uk](http://www.cqc.org.uk)) our unique identifiers are:

<b>RNBT Provider ID</b>	1-101716239
<b>Pembroke House Location ID</b>	1-137436574
<b>The Home Manager</b>	Carmen Cartmell
<b>Nominated Individual</b>	Rob Bosshardt
<b>Regulated Activities</b>	Accommodation for persons who require nursing or personal care Treatment of disease, disorder or injury Diagnostic and screening procedures
<b>Registered with and regulated by</b>	Care Quality Commission (South East) Citygate Gallowgate Newcastle-upon-Tyne NE1 4PA Tel: 03000 61 61 61

## REGULATION

As a 55 bedded Residential and Nursing Care Home we are registered with the **Care Quality Commission** or CQC and undergo regular unannounced inspections based on what is colloquially known as the KLOEs or Key Lines of Enquiry. Our **ratings are currently Good** across all 5 KLOEs: Safe, Effective, Caring, Responsive and

Well-Led. If you want to know more about the KLOES just ask a member of staff.

As a home we are regulated under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This legislation and it's regulations form the fundamental standards from which in turn forms the regulatory framework (KLOEs).

## SOCIAL SERVICES

Gillingham Integrated Team  
Tel: 01634 331287

## SAFEGUARDING

If you want to report a safeguarding issue please contact firstly the Home Manager but if you feel you need to speak to Social Services please call:

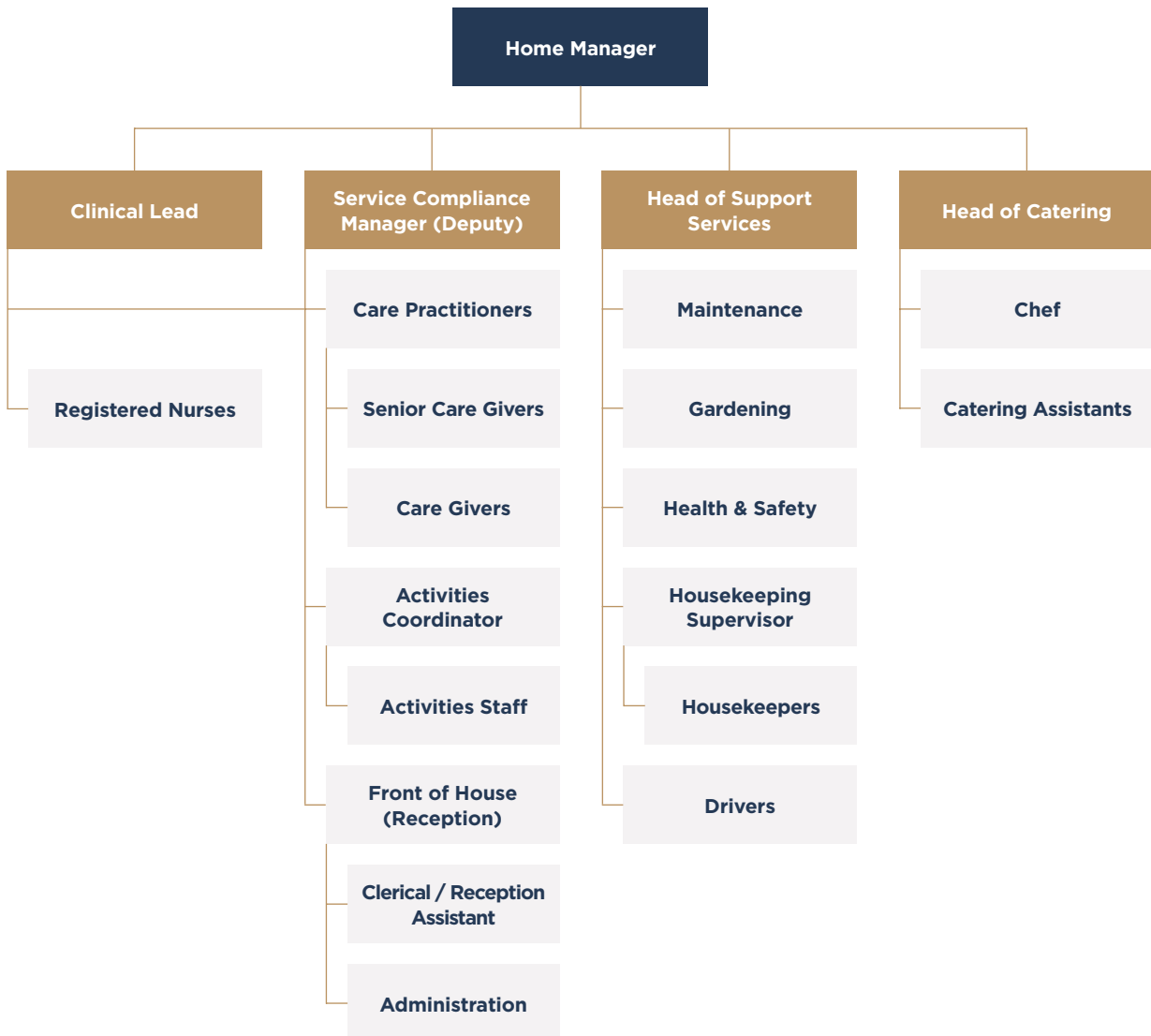
Tel: 01634 334 466

## ENVIRONMENTAL HEALTH REGULATION

We are inspected by Medway Council Environmental Health and scored 5 stars on our last inspection. Their contact details are below:

[www.medway.gov.uk/info/200140/environment\\_health\\_and\\_safety](http://www.medway.gov.uk/info/200140/environment_health_and_safety)

## HOME STRUCTURE



## HOME CONTACT DETAILS

<b>Home Manager</b>	Carmen Cartmell
<b>Telephone</b>	01634 969 573
<b>Email</b>	HomeManager@PembrokeHouse-RNBT.org.uk
<b>Home Address</b>	Pembroke House 11 Oxford Road Gillingham ME7 4BS
<b>Telephone</b>	01634 852 431

If you are worried and cannot find a solution within the home you can always contact RNBT HQ for resolution. The contact details are:

<b>Nominated Individual</b>	Rob Bosshardt
<b>Telephone</b>	02394 216 291
<b>Email</b>	robbosshardt@rnbt.org.uk
<b>Head Office Address</b>	Royal Naval Benevolent Trust Castaway House 311 Twyford Avenue Portsmouth PO2 8RN
<b>Telephone</b>	02392 690 112
<b>Website</b>	<a href="http://www.rnbt.org.uk">www.rnbt.org.uk</a>
<b>Registered Charity Number</b>	206243

## INSURANCE

As a Home we are **insured** with QBE.

**Residents are encouraged to participate in our surveys, questionnaires and resident meetings.**

**For further information, please contact:**

The Manager, Pembroke House, 11 Oxford Road, Gillingham ME7 4BS

**T:** 01634 969 573 **E:** HomeManager@PembrokeHouse-RNBT.org.uk **rnbt.org.uk**



**THE ROYAL NAVAL  
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