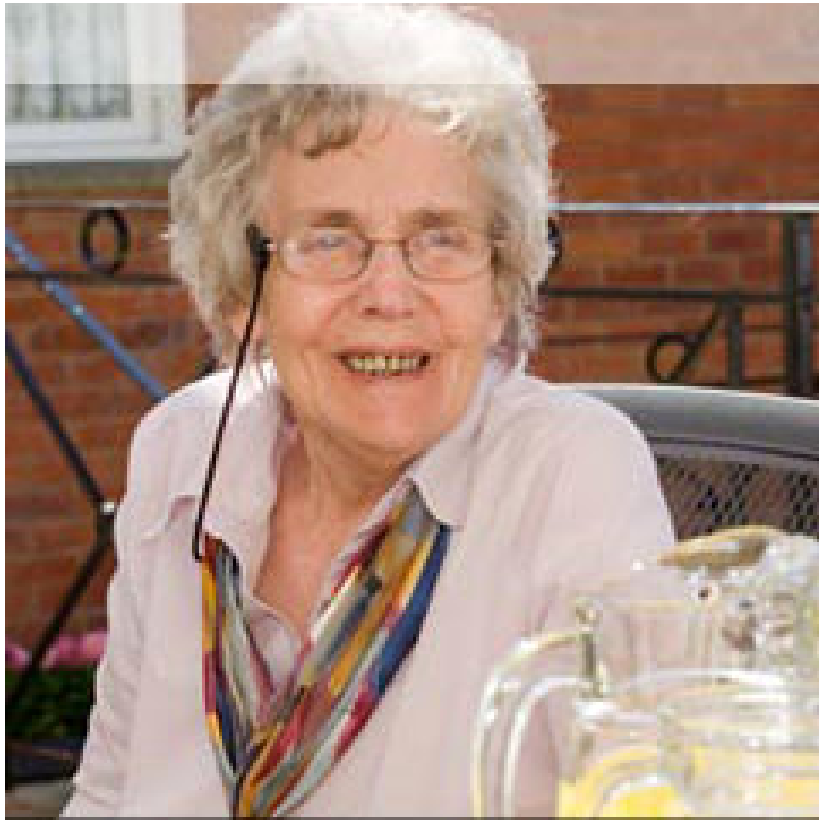


# Oakhaven Service User's Guide



## Easy Read Guide



Oakhaven Residential Care Home Limited

136 – 140 Hales Road, Cheltenham

Gloucestershire, GL52 6TB

Tel: 01242 528377

Mail: [info@oakhaven-rch.co.uk](mailto:info@oakhaven-rch.co.uk)

Web: [www.oakhaven-rch.co.uk](http://www.oakhaven-rch.co.uk)

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# Welcome to Oakhaven Residential Care Home



Our guide will help you decide if Oakhaven can meet your needs

And it explains how you can tell us what you think about Oakhaven.



You'll also find out how Oakhaven is run and your rights as a resident.

If you'd like someone to go through this guide with you, please let us know.

## Section 1 – Your care home

### About Oakhaven



Oakhaven has 27 single rooms, 16 with their own bathroom.

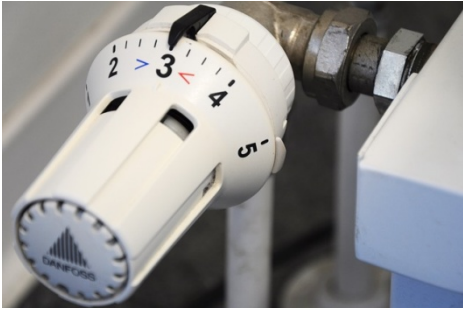
It's a lovely Victorian building with modern fittings and decorations, just one mile from Cheltenham town centre.



There are 13 bedrooms on the ground floor and 14 bedrooms on the first floor.



You can get to most of the first floor rooms by wheelchair.



Each room has central heating with a temperature control you can adjust yourself



All rooms can be locked from inside and outside. Staff can enter any room in an emergency.



Every room in Oakhaven has a personal call alarm. So you can contact a member of staff wherever you are.



Oakhaven has a lounge, a quiet lounge, a dining room and three shared bathrooms.