



Service User Guide

Everything you need to know about your home

20 Crescent Road, Birkdale, PR8 4SR

01704 564801

www.birkdalevillagecarehome.co.uk

Regulated by the Care Quality Commission

Welcome to Birkdale Village

A warm, safe place to call home

Thank you for choosing Birkdale Village Care Home. We are delighted to welcome you and want you to feel at home from the very first day. This guide has been prepared to help you and your family understand what we offer, what you can expect from us, and how we work together to provide the very best care.

About Our Home

Birkdale Village Care Home is a residential care home for the over 60s, located in the heart of Birkdale, Southport, Merseyside. We have been established for over 15 years and our priority is to provide our residents with a safe, comfortable, and homely environment.

We provide personal care and support with daily living — we are not a nursing home, so if your care needs change and require nursing care, we will work with you and your family to plan next steps.



19 Bedrooms

All fully furnished to a high standard, with 12 having en-suite facilities.



Homely Spaces

Large lounge, dining room and beautiful outdoor areas.



Fresh Meals

Our chef prepares all meals on-site using fresh, seasonal ingredients.



24/7 Call Bell

Help is always available at the press of a button, around the clock.

Our Team

We have a team of dedicated staff who are trained to the highest standards and are committed to providing you with the best possible care. Our team includes senior carers, carers, chefs, housekeeping and maintenance staff — all here for you.

Our Mission & Values

The principles that guide everything we do

Our mission is to create a home-like environment where our residents can feel safe, comfortable, and supported. We offer a variety of activities and services that promote independence, social interaction, and overall well-being.

Our Values

Dignity and Respect — We treat all residents with dignity. You will always be spoken to with kindness and your preferences honoured.

Individuality — We celebrate each resident's individuality. Your life, history, and preferences matter to us.

Compassion — We are here for you not just physically, but emotionally.

Teamwork — Every member of staff is part of your care.

Innovation — We are always looking for new ways to improve the care we provide.

Our Goals

- To provide a safe, comfortable, and home-like environment.
- To meet the individual needs of all our residents.
- To promote independence, social interaction, and well-being.
- To work with residents and their families to create care plans that reflect their wishes.
- To help our residents achieve their goals and aspirations.



Admissions

What to expect when joining us

To be admitted to Birkdale Village, you will be assessed by our Registered Manager. This assessment is designed to understand your needs and ensure we can provide you with the best possible care. It covers your physical and mental health, personal care needs, and social and emotional needs.

We accept both social services (Sefton Council) and private funding.

We understand that this can be a stressful time, so we will do everything we can to make the process as smooth as possible.

The admissions process

- 1 Meet with our team** — Discuss your needs and preferences.
- 2 Personal information** — Medical history and financial arrangements.
- 3 Tour of the home** — Meet some of the staff.
- 4 Your care plan** — We create a personal care plan together.

What to bring with you



Personal Clothing

Comfortable clothing and footwear, clearly labelled.



Personal Items

Photos, ornaments, or small furnishings.



Medications

Current medications in original packaging, with GP list.



Important Documents

GP details, next of kin, advance care plans.

Fees & Payment

Clear information about the cost of your care

We want our fees to be clear and straightforward. Your weekly fee will be discussed and agreed with you and your family before admission, and depends on the level of care and support you need. The agreed fee is written into your Resident's Agreement which you and the home both sign.

What's included in your weekly fee

- Your private room and use of all communal areas
- All meals, snacks and drinks prepared on-site
- All personal care and support
- Laundry service
- Daily housekeeping
- Planned activities and entertainment
- 24-hour staff support and call bell system
- Utilities (heating, electricity, water)

What's NOT included

- Hairdresser, podiatrist and other personal appointments
- Personal toiletries, clothing and items of your choice
- Newspapers, magazines and private subscriptions
- Private transport or outings beyond planned group trips
- Private medical or dental costs not covered by the NHS

Fee reviews. Fees are reviewed annually, usually in April. You will always receive written notice in advance of any change, so there are never any surprises.

If you have questions about fees

Please speak to the Registered Manager at any time. We can also provide a separate, detailed fees schedule on request.

Your Room & Facilities

Making yourself at home

Our home has a range of facilities designed to promote your comfort, safety, and well-being. All 19 rooms are furnished and 12 have en-suite facilities.

Around the Home



Large Lounge — A great place to relax and socialise.



Dining Room — A bright space where you can enjoy meals together.



Garden — A beautiful and tranquil outdoor space.



Call Bell System — Available 24 hours a day, 7 days a week.

Services Available



Hairdresser

A hairdresser visits every week (additional charge).



Podiatrist

Foot checks and treatment on-site (additional charge).



Laundry

Full laundry service included in your fee.



Housekeeping

Daily cleaning of rooms and communal areas.

You are welcome to personalise your room with photographs, ornaments, and small items of furniture.



Meals & Dining

Fresh, nutritious food prepared with care

Food is an important part of life. We offer a wide range of dishes, from traditional favourites to international cuisine.

Our chef cooks all meals on-site using fresh, seasonal ingredients. We offer vegetarian, vegan, gluten-free, and dairy-free options. Our menu is revised regularly to keep meals interesting.

Mealtimes

 **Breakfast** — Cooked and continental options.

 **Lunch** — A two-course hot meal with choice of main and dessert.

 **Evening Meal** — A lighter meal with a range of options.

 **Snacks & Drinks** — Available throughout the day and evening.

Dietary Needs

If you have any special dietary needs, please let us know. We consider your nutritional needs, cultural and religious preferences, individual preferences, and the availability of fresh ingredients.

If there is a particular dish you enjoy, please tell our chef and we will do our best to include it.



Your Care Plan & Keyworker

Personalised care built around you

When you arrive, we will create a personal care plan that outlines your individual needs and preferences and guides our care for you.

Your care plan belongs to you. It is reviewed regularly and you can contribute to the review process. You can ask to see your care plan at any time.

Your Keyworker

Your keyworker coordinates your care and is your main point of contact for any questions or concerns. They will get to know you as a person — your preferences, routines, what matters most to you — so we can deliver truly personalised care.

What your care plan covers



Health Needs

Medical conditions, medications, and health monitoring.



Personal Care

Preferences for bathing, dressing, and daily routines.



Nutrition

Dietary needs, preferences, and mealtime support.



Social & Emotional

Your interests, hobbies, and emotional well-being.

Your medication

Our senior carers are trained to safely administer medication. Your medication is stored securely in the medication room and given to you at the right times. If you are able and wish to manage your own medication, we can discuss this with you and your GP as part of your care plan.

Regular Reviews

Your care plan is reviewed regularly with input from you and your family to make sure it continues to meet your needs.



Activities & Entertainment

Staying active, social, and engaged

We offer a variety of activities designed to promote social interaction, creativity, and well-being.

Our Popular Activities



Arts & Crafts

Painting, drawing, knitting, and creative activities.



Film Afternoons

Classic and contemporary films shown regularly.



Live Entertainment

Regular live music and entertainers visit the home.



Board Games

Games and puzzles to enjoy together or alone.



Quizzes

Fun and stimulating quizzes to keep the mind active.



Gardening

Enjoy the garden or help tend the plants.

Religious and spiritual needs

We respect all faiths and beliefs. If you would like to attend a place of worship, have clergy or a faith representative visit, or have a quiet space for prayer or reflection, please let us know. We will support you to practise your faith in the way you wish.

If you have a hobby you would like to continue or a new activity you would like to try, please let us know.



Visiting

Your family and friends are always welcome

Visiting is an important part of life, and we want to make sure you can see your family and friends as often as possible.

We operate an open visiting policy. Your family and friends are welcome to visit at any time. We kindly request that you notify staff before coming so we can work around any other activities or events.

Things we take into account

The resident's wishes — Your preferences come first.

The resident's needs — We may need to work around care routines.

Health and well-being — If you are unwell, we will advise on visiting.

Other residents — We ask visitors to be mindful of shared spaces.

Staff availability — We are always here to help.



Your Rights as a Resident

What you can always expect from us

Every person living at Birkdale Village has rights protected by law. These rights are at the heart of how we provide care every day.



Dignity & Respect

Treated with dignity at all times.



A Voice & Choice

Make your own decisions.



Privacy

Your information kept private.



Safety

Safe from harm, abuse or neglect.



Family & Community

Maintain your relationships freely.



Your Care Plan

Be involved and see your records.



Religion & Culture

Your beliefs always respected.



Raise Concerns

Speak up—we always listen.

Underpinned by the **Human Rights Act 1998**, the **Care Act 2014**, the **Mental Capacity Act 2005** and the **Health & Social Care Act 2008**.

Your right to advocacy

If you would find it helpful to have someone independent speak up for you, you have the right to an advocate. This is especially important if you find it difficult to make or communicate decisions. Staff can help you contact a local advocacy service such as Sefton Advocacy.

If you feel any of these rights are not being upheld, please speak to staff or contact the CQC on **03000 616 161**. For free independent advice, contact Healthwatch Sefton on **01704 395696**.

Equality & Your Information

Fair treatment and your data rights

Equality, diversity and inclusion

We are committed to treating every resident, family member, visitor and staff member with fairness and respect. We do not tolerate discrimination of any kind, in line with the **Equality Act 2010**.

Whatever your age, disability, gender, gender identity, race, ethnicity, religion, sexual orientation, relationship status or background, you are welcome here and your identity will always be respected.

If you ever feel you have been treated unfairly or witness unfair treatment, please tell the Registered Manager or raise a concern using our complaints process. We will investigate every report thoroughly.

How we handle your information

We hold personal information about you so we can provide you with safe, good-quality care. We handle all information in line with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

Your data rights

- **Right of access**— You can ask to see the information we hold about you (Subject Access Request). We will respond within one calendar month.
- **Right to correction** — You can ask us to correct any information that is wrong or incomplete.
- **Right to know** — You can ask us what information we hold, why we hold it, and who we share it with.
- **Right to complain** — You can complain to the Information Commissioner's Office (ICO) at any time.

Information Commissioner's Office (ICO)

Telephone: 0303 123 1113

Website: ico.org.uk



CCTV at Birkdale Village

Keeping you safe while respecting your privacy

We use CCTV cameras in communal and functional areas of the home to help keep everyone safe. We want you and your family to know exactly where our cameras are, why they are there, and what happens to the footage.

CCTV is here to protect you. Cameras are never placed in your bedroom, bathroom or any other private area. You retain full privacy in your personal space.

Where our cameras are

Cameras are placed only in shared and functional spaces:

- Outside the building and in the back garden
- At the main entrance
- In the ground floor and first floor hallways
- In the kitchen
- In the medication room
- In the main lounge and dining room

Where cameras are NOT placed

To protect your privacy, cameras are NEVER placed in:

- Your bedroom or any private resident room
- Any bathroom, shower room or toilet
- Staff break rooms, the office or any private treatment area

Our cameras record video only — no audio is recorded at any time.



CCTV — How We Protect You

Your privacy and rights

How we protect your privacy

Short retention — Footage is automatically deleted after 30 days.

Locked away — Recordings are stored on an encrypted system in a locked area.

Limited access — Only the Registered Manager and the Owner can view footage. Every viewing is logged.

Never shared — Footage is never placed online or used for training. Shared only with Police, CQC, ICO, or safeguarding authorities on a lawful request.

Clear signs — CCTV signs are displayed at every entrance and in every covered area.

Your rights around CCTV

You have the right to:

- Request a copy of our full CCTV Policy, DPIA and LIA
- Ask to see any footage of yourself (Subject Access Request) — we will respond within one calendar month
- Object to the use of CCTV — please speak to the Registered Manager
- Complain to the Information Commissioner's Office at any time (ico.org.uk / 0303 123 1113)

If you have any questions about our CCTV system, please speak to the Registered Manager. We are happy to walk you through the system, show you where every camera is, and answer any concerns.

■ Raising a Concern or Complaint

Your voice matters — we always listen

We understand that things don't always go perfectly. If you have any concerns or complaints about your care, please do not hesitate to speak to a member of staff. We will always investigate thoroughly, treat you with respect, and learn from what you tell us.

Our complaints procedure is in line with CQC regulations and the requirements of Sefton Council. Your complaint will be dealt with fairly, confidentially, and promptly. Raising a complaint will never affect the care you receive.

How to raise a concern

- 1** **Speak to a member of staff** as soon as possible. We aim to resolve concerns informally where we can.
- 2** **If unresolved, ask to speak to the Registered Manager** (or to the Nominated Individual if the concern is about the Manager).
- 3** **Your complaint will be acknowledged in writing** within 3 working days of receipt.
- 4** **A senior member of staff will investigate** thoroughly and confidentially.
- 5** **You will receive a full written response** within 28 working days. If we need more time, we will let you know why and when to expect our reply.
- 6** **All complaints are recorded and reviewed** so we can learn from them and improve the service.

Support to make a complaint

If you find it difficult to make a complaint yourself, you can ask a family member, friend, or an advocate to help you. Advocacy services such as **Sefton Advocacy** are independent and free. Staff can support you to contact them.

Available in accessible formats — on request

Our full complaints procedure is available on request in alternative formats, including large print, easy-read, and other languages. Please ask the Registered Manager and we will arrange this for you.

Other ways to share feedback

We also welcome positive feedback and suggestions. You can share ideas through our suggestion box, at residents' or family meetings, or by speaking to any member of staff.

If you are not satisfied with the outcome, you can refer your complaint to the **Care Quality Commission (CQC)** on **03000 616 161**, or the **Local Government and Social Care Ombudsman** on **0300 061 0614**. You can also contact **Sefton Council** through the Sefton Portal to raise a care concern.



Health, Safety & Fire Procedure

Keeping you safe every day

We believe everyone has a role to play in ensuring a safe environment. We encourage our residents and staff to report any concerns.

How we keep you safe

- **Regular risk assessments** to identify and mitigate hazards.
- **Staff training** in health and safety procedures.
- **Safe working practices** throughout the home.
- **Equipment maintenance** — properly maintained and inspected.
- **Fire safety** — comprehensive policy, regular testing.
- **Safeguarding** — all staff trained to recognise and report concerns.



Fire Procedure

In the event of a fire, stay calm and follow the procedure:

- 1** Raise the alarm by pressing the nearest fire alarm button.
- 2** Evacuate using the nearest fire exit. Staff will assist.
- 3** **Do not use the lift.**
- 4** If unable to evacuate, stay in your room and close the door. Staff will come to you.

Fire evacuation plans are displayed throughout the building. Please familiarise yourself with the nearest fire exit to your room.



Leaving the Home

What happens if circumstances change

We hope Birkdale Village will be your home for as long as you wish. If circumstances do change, we want you and your family to know what happens next.

If you choose to leave

You or your family may give **four weeks' written notice**. Your usual fee continues during this period. We will help plan the move and share information with your next care provider if you wish.

If your care needs change

If we can no longer meet your needs safely — for example if you need nursing care — we will work with you, your family, your GP and social worker to find a suitable home. We will never ask you to leave without support and a plan.

Hospital stays

If you are admitted to hospital, your room and belongings are kept for you. We are always here to welcome you back.

In the event of death

We offer our sincere condolences to any family facing this. We treat every resident with dignity and respect at the end of life and support families compassionately.

- **Privately funded:** any remaining balance from pre-paid fees is refunded to the estate.
- **Funded by Sefton Council:** council payment stops automatically on the day of death.
- Your family will be given reasonable time to collect personal belongings, with staff support throughout.

Full details are set out in your Resident's Agreement. If you have questions at any time, please speak to the Registered Manager.



The Care Quality Commission

How our home is regulated

Our service is regulated by the **Care Quality Commission (CQC)**. The CQC is the independent regulator of health and social care in England.

The five questions CQC ask

Is it Safe? — Are people protected from abuse and avoidable harm?

Is it Effective? — Does care achieve good outcomes?

Is it Caring? — Does staff treat people with compassion?

Is it Responsive? — Are services organised to meet needs?

Is it Well-Led? — Does leadership ensure high-quality care?

Our most recent inspection rating is displayed in the main hallway and on the CQC website.

View our full inspection report:

Visit www.cqc.org.uk and search for "Birkdale Village Care Home"

Contact CQC directly:

Tel: **03000 616 161**

enquiries@cqc.org.uk



Notes

A space for your questions, numbers or reminders

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20 Crescent Road, Birkdale
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info@birkdalevillagecarehome.co.uk
www.birkdalevillagecarehome.co.uk

Registered Manager

Tel: 01704 564801

Email: manager@birkdalevillagecarehome.co.uk

Nominated Individual

Sam Balasundaram

Tel: 07814 717798

*Regulated by the Care Quality Commission
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