

Communication with Residents & Relatives

Residents and visitors comment on the 'family feel' of our nursing homes, and our staff really take the time to get to know not just you, the resident, but your friends and relatives. We want your friends and relatives to feel at home when they visit you and to be confident that you're receiving the best care – good communication plays an important role in this.

New Residents

Named Nurse & Key Care Worker

These are members of staff who have been assigned specifically to you and they are there to answer any questions you or your relatives may have.

Review Meetings

These meetings are held with the General Manager or Care Manager to review how you are settling into the home and are another opportunity for you or your relatives to discuss your care or any other aspects of your life at the nursing home.

Regular Communication

Nursing Home Newsletter

Each home produces a regular newsletter for relatives, with news about what's been happening in the home as well as events/key dates coming up. A copy is emailed/posted out and paper copies are also available in the Reception area of the homes.

BCOP Relatives Bulletins

These are sent out periodically to keep relatives up-to-date with any changes or developments that affect all three homes.

Video Calls

If your friends or relatives are unable to visit the nursing home, then we can help you have a video call with them – we can arrange FaceTime, WhatsApp, Skype or Zoom calls.

Facebook

You can follow BCOP on Facebook – search for @bcopbirmingham – for regular updates on what's happening in our nursing homes and across the organisation.

Regular Meetings

Relatives Meetings

- These are held quarterly and are an opportunity for relatives to hear from the General Manager and ask any questions they may have.

Relatives Coffee Mornings

- These are informal get-togethers, usually held monthly, giving relatives an opportunity to talk to one another. This support from others who may be in a similar situation to yourselves can be invaluable. Speak to the General Manager if you'd like more information.

Questions or queries

If you or your relative has a question or query, in the first instance, it's often quickest to speak to the relevant member of staff. If you're not sure who this would be, then your Key Care Worker will be able to tell you.

General Managers have an open door policy

If that member of staff is unable to help, do speak to the General Manager of the nursing home. You or your relative is welcome to speak to them at any time, without needing to make an appointment, or you can call or email them.

Emails are answered during office hours which are Monday-Friday 8.30am-4.30pm and we aim to respond to all emails within 2 working days.

Making a Complaint

Complaints can often quickly be resolved by speaking to the relevant member of staff. If you're unable to resolve complaint in this way, do speak to the General Manager of the nursing home – either face-to-face, on the phone or by email.

Emailing about a complaint

Use the following format in the Subject field:

COMPLAINT: Resident Full Name

Complaints should be emailed to the following email addresses:

anitastonecourt@bcop.org.uk

nevillewilliamshouse@bcop.org.uk

robertharveyhouse@bcop.org.uk

This will ensure that your complaint is addressed as soon as possible by the senior management team within the nursing home and will enable us to track all correspondence relating to it.