



THE HEATHERS INFORMATION PACK 2015



Our Philosophy of Care

At The Heathers Nursing Home we aim to provide each service user with a comfortable and homely environment in which security, independence and dignity is maintained.

About our Home

The Heathers offers both single and companion bedroom accommodation for up to 29 residents. The property has 2 levels, all offering comfortable homely rooms. All rooms are tastefully decorated to enhance the homely atmosphere of the home. We have a lovely Patio and lawn area, where residents can sit in the garden under the canopy (weather permitting).

The trained staff and care assistants are dedicated, caring, and hardworking, all with the same goal; ensuring the residents receive the highest quality of care and attention they require, and to ease any anxieties they have, so they are happy and relaxed, and enjoy their time with us.

Mr. Ian Knowles is the Manager of the home. If you need to contact Ian, please do not hesitate to contact him on 01454 312726, or alternatively by e-mail: heathers@3abcare.co.uk.

Ian is closely supported by Vimala Saraswathamma (Deputy Manager). Vanesha Patel is the Operations Director of The Heathers, and is responsible for the day-to-day running of the home. If you have any questions you would like to ask please do not hesitate to call her on 01454 326471.

Fees

Details for the fees can be obtained from Ian or Vanesha.

Local Services

Doctors

All our residents are registered with the local doctors for the area, which is organised at time of admission.

Chiropodist, dentist, and physiotherapist

We have a local chiropodist who regularly visits the home. If required, the chiropodist, dentist and physiotherapist can be called upon.

Optician

An optician will visit annually or on request.

Hairdresser

We have a unisex hairdresser visiting The Heathers every Wednesday, who will happily do cuts, perms etc.

Social activities and seasonal special events

At The Heathers, we strive to keep our residents as active as possible, and do our utmost to keep an ongoing programme of events as variable as possible. This helps to keep the residents amused/occupied and helps maintain both physical and mental wellbeing. We employ two Activities Co-ordinators who are very popular with our residents. They organise a large variety of external trips and several events within the home throughout the year.

Some of the activities include:

- Dominoes/Jigsaw Puzzles
- Bingo (weekly)
- Accordionist – playing old time favourites (weekly)
- Craft making (weekly)
- Nail painting/Manicures (weekly)
- Reminiscence (periodically)
- Karaoke (periodically)
- Library books – monthly exchange

We strive to make seasonal events such as Christmas, Easter, Birthdays etc. memorable events for our residents. We organise fetes, B.B.Q's etc. at these important times of the year. All monies raised at these events go into a residents fund to give them extra little treats, such as visits on the canal, railway/seaside trips.

We are open to suggestions from residents, staff, and relatives to make these trips as successful and enjoyable as possible.

Trips can be anything from visiting a garden centre for an afternoon cup of tea, a drive through the countryside, visits to the beach, picnics etc. We also encourage Relatives of residents to also join their loved ones on these Trips.

Visiting

The Heathers, has an open visiting policy, we welcome visitors at all times. The relatives are free to choose as to where they want to visit, either their rooms for privacy or lounges for more comfort if they so wish. You can also take the residents out if you wish to do so. There are no restrictions. We do, however, ask you sign in/out of our visitor's book to conform to fire regulations.

Smoking

We operate a strict "No Smoking Policy" for the home; however, we do allow residents who do smoke to be able to do so in the courtyard.

Laundry

We have a Laundry assistant at The Heathers, who is responsible for the washing and ironing of all residents clothing. We do request that all items of clothing be clearly labelled.

Catering

At The Heathers, we have experienced cooks with many years' experience of the catering industry. They provide homemade, wholesome, and nutritious meals. The menu is varied and caters for specialised diets such as diabetic, low fat or vegetarian meals. We believe in giving our residents a choice of menu, and we like to make meal times relaxed, enabling the residents to enjoy their meal.

- Breakfast is served between 8.00am and 9.00am
- Tea and Coffee will be served at 11.00am
- Dinner is served in the dining rooms at 12.30pm
- Afternoon Tea is served at 3.00pm (tea/coffee, homemade cakes/biscuits)
- Supper is served at 5.00pm in the dining room

(Soft drinks and water are available all day)

Questions for you to consider

We realise what a difficult and hard decision it is to have to find a home for your family member.

Listed below are questions/observations to be made before making this very difficult choice as to where your relative's new home will be. We hope they will assist you.

- Is there a waiting list?
- How much will it cost – what does this cover?
- Is there a contract?
- Does the home accept residents funded by the local authority?
- Is there a trial period for new residents?
- How much choice does a resident have?
- Are residents allowed to bring in personal possessions?
- Do residents have to share a room?
- Do rooms have their own toilet facilities?
- Where are the toilets situated in relation to resident's room?
- Are there adequate stair lifts/fire escapes?
- Is medication supervised?
- What happens if a resident has to go into hospital?
- What happens when a resident dies – funerals etc?
- Will the resident's religious needs be catered for?
- What are the homes staffing levels?
- Look at residents – do they look happy?

Whilst you are viewing the home, please feel free to stop and talk to any of the staff and ask any questions you feel fit. We believe it is important for you to know first-hand the standard of care that we provide at the home. Our staff will provide you with the most reliable information in making your decision to choose The Heathers for your relative.

Get in touch

If you would like to speak to our teams or send us an enquiry simply contact us using the details below or visit the website www.3abcare.co.uk

Contacts:

Vanessa Patel – Managing Director
Ian Knowles – Care Manager



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