



THE WILLOWS INFORMATION PACK 2017



Our Philosophy of Care

At The Willows we aim to provide each resident with a comfortable and homely environment in which security, independence and dignity is maintained.

About our Home

The Willows offers single bedroom accommodation for up to 60 residents. The property has 2 levels, all offering comfortable, homely rooms. All rooms are tastefully decorated to enhance the cosy atmosphere of the home and we have a lovely patio and landscaped lawn area, where residents can sit in the garden under the parasols when the weather is fine.

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

Yvonne Manton (RMN) is the Home Manager of the home. If you need to contact Yvonne, please do not hesitate to call her on 01509 650559, or alternatively by e-mail: the.willows@3abcare.co.uk.

Priya Patel is the Managing Director of The Willows. If you have any questions you would like to ask please do not hesitate to call her on 07968 216369, or alternatively by email: priya.patel@3abcare.co.uk.



Fees

Details for the fees can be obtained from Yvonne Manton or Priya Patel.

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 who visits The Willows for two days each week to offer haircuts, perms etc.

Social activities and seasonal special events

At The Willows we strive to keep our residents as active as possible, and do our utmost to keep an ongoing programme of variable events. This helps to keep the residents amused and occupied whilst helping to maintain both physical and mental wellbeing. We employ Activities Co-ordinators who are very popular with our residents and who 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 and Bbq's 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 canal and railway trips and visits to local tea rooms.

Other trips can include anything from visiting a garden centre for an afternoon cup of tea to a drive through the countryside, visits to the beach or picnics. We also encourage relatives of residents to join their loved ones on these trips.

We are open to suggestions from residents, staff, and relatives to make these trips as successful and enjoyable as possible so please feel free to make any suggestions when you visit the home.

Visiting

The Willows has an open visiting policy and we therefore 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 prefer. You can also take the residents out if you choose 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 do so in the courtyard.

Laundry

We have a Laundress at The Willows, who is responsible for the washing and ironing of all residents clothing. We do request that all items of clothing be clearly labelled with the residents name and not room number.

Catering

We have experienced cooks with many years' experience within 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 food on the menu, and ensure that meal times are as relaxed as possible, ensuring our residents can enjoy their meal in comfort.

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 Saintbridge House for your relative.

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:

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Yvonne Manton – Care Home Manager

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