



## The Friendly Inn

Residential and Dementia Care for the Elderly



Gloucester Way, Chelmsley Wood

B37 5PE



We purchased 'The Friendly' which was a closed down public house in 1998 with the intent to convert it into a Quality Residential Care Home. The Friendly Inn is now the founding member of the family owned Friendly Care group of homes.

Our care manager is a dedicated and experienced member of our team and together with our other members of staff ensures that all our residents are happy and receive individual personal care.

Our care team allows us as working owners to concentrate on the entertainment, quality and improvement aspects of the home.

The Friendly Inn enjoys a large garden with lawns, delightful flower beds and plants. We have a more private courtyard with mature plants. We also take pride in our numerous summer time hanging baskets.

All meals are home cooked and special diets are catered for; freshly baked cakes are a speciality for our residents.

A brochure however can only tell part of the story... you need to spend time with us to experience the soul and atmosphere of the home.

## **The Friendly Inn**

### **Aims and Objectives**

The aim of the Home is to operate as a care home under the appropriate regulations and to provide professional personal care to the highest standard within a warm, homely and friendly environment.

The objectives of the home are:

- 1) To care for each client in the manner expected of a caring relative.
- 2) To put maximum emphasis on enabling clients to manage their own lives and affairs to the greatest attainable extent, respecting at all times their dignity and privacy, whilst acknowledging their independence, previous lifestyle and idiosyncrasies.
- 3) To enhance the quality of care provided, by ensuring all staff receive regular on-going training where appropriate to maintain our residents rights to dignity, fulfilment, individuality, esteem, quality of life and their freedom of emotional expression.

Arrangements shall be made for the supervision of residents in that suitable staff shall be available in the home at all times in addition to the “nurse call” and other appropriate alarm and emergency facilities.

## **The Friendly Inn**

### **Entertainment**

#### **Activity Co-Ordinator**

We have a designated activity coordinator to focus on the social and fun aspect of our residents care. A combination of individual and group activities are encouraged everyday within the home.

Indoor activities such as cards, dominoes, bingo and board games are offered either with each other or members of staff.

Interest in the entertainment on offer is regularly reviewed so that the preferences of individual residents can be monitored and changes made accordingly.

We celebrate many calendar events throughout the year, residents birthdays are celebrated in good spirit and any other opportunity or excuse we have to organise extra treats for our residents.

#### **Visiting Entertainment**

We advertise all entertainment at the start of each month so family and friends can join relatives in the home for an enjoyable afternoon.

We have regular visits by singers such as Brian James.

'Movement to Music' and 'Progressive Mobility' afternoons are enjoyed by all.

We have an 'Animal Man' who brings an assortment of cute and crawly animals for the residents to enjoy.

#### **Parties**

We hold garden parties for our residents and families during the summer months with live entertainment for all to enjoy.

## **The Friendly Inn**

### **Out of House Care**

A qualified PHYSIOTHERAPIST regularly visits the home to help the residents maintain their mobility and independence through exercise and games.

A professional HAIRDRESSER visits the home each week allowing each resident the important opportunity of a little pampering and a friendly chat.

A CHIROPODIST visits the home on a regular basis and also whenever required.

A local DENTIST visits the home when requested or alternatively an appointment can be made at the local practice if preferred.

A local OPTICIAN visits the home when requested.

An AUDIOLOGIST also visits the home when requested.

**The Friendly Inn**  
**Equal Opportunity Policy**

The aim of our policy is to ensure that no resident receives less favourable treatment on the grounds of sex, handicap, marital status, creed colour, race, or ethnic origins. Residents are encouraged to retain their personal dignity and independence irrespective of the severity of their disability.

## **The Friendly Inn**

### **Catering**

We pride ourselves on our kitchen and the quality of the food they provide for our residents. Fresh local ingredients are preferred in making our meals varied, nutritional and appetising.

A variety of choice is offered at breakfast including a cooked breakfast on request.

Our lunch menu offers further choice to maintain a varied diet for our residents with a range of meats and vegetables served in a variety of manners.

A good selection of sandwiches, soup and cakes are available for tea.

We cater for all dietary requirements whether cultural or medical specific.

Tea, coffee and other refreshments are offered throughout the day and can accompany meals or be enjoyed in the comfort of the lounges or residents bedroom.

We welcome requests by our residents should we not have a personal favourite food on offer and encourage opinion on the food served. The menu choices are reviewed on a regular basis to continually reflect changing preferences of our residents.

## **The Friendly Inn**

### **Care Services**

All our care services are tailored to meet the individual needs of each resident. We tailor make our care options to suit the needs of each individual.

- 24 Hour Care
- Short and Long Stay
- Dementia Care
- Respite Care

Care fees are dependent upon the individual care needs of each resident following an initial care assessment and room availability.

A person centred care plan is created for each resident to outline the level of care and support they require. This care plan is regularly reviewed to continually reflect the changing needs of our residents. Our care plans have been highly commended by visiting authorities.



## **The Friendly Inn**

### **Care Facilities**

Our home offers the following facilities:

24 hour residential care

30 Luxury furnished and individualised en-suite bedrooms

2 comfortable, spacious lounges with LED TV's and DVD players

Separate dining room (with original pub oak panelling)

Quiet Lounge

Library

Hairdressing Salon

'The Friendly' Pub

Varied food menu with specialist diets catered for

Specialist baths with hoist and lift access

Garden, patio, decking and courtyard areas for walks and relaxing

Wheelchair access throughout the home

24 hour addressable Nurse-call system

Addressable fire alarm system with smoke and heat detectors

Laundry service fully staffed

Toilet and washing facilities

Recreational facilities

Resident pets Harley (Shitzu), Della (African Grey Parrot) and Lola (rabbit).

## **The Friendly Inn**

### **Communal Gardens**

We are fortunate that we have a large garden with many mature trees and lovely flower beds, complimented to by our summer hanging baskets and potted plant creating a colourful display.

We have wide paths throughout the garden with benches arranged at various points allowing residents and their visitors the opportunity to enjoy either the warm summer sunshine.

There are two separate lawn areas, which allow residents the chance of a quiet sit on their own or a chat with their friends. We also have a timber decked area with tables and chairs. Many of our residents enjoy taking their morning or afternoon refreshment outside when the weather permits.

Many bedrooms have large bay windows looking into our courtyard which has mature planting and flower beds also with its own decked area accessible from our second lounge.

As well as our trees and lawns we have flower beds and pots with a wide variety of plants that give colour for most of the year.

We ensure that our visitors receive a warm welcome as they turn into our car park and are greeted by an impressive row of summertime hanging baskets.



## **The Friendly Inn Policy Statement**

### **Provision of Residential Care**

To provide an opportunity for the resident to spend a day in the home prior to admission, in order to assess the homes suitability for their needs.

To have a contract of residence including terms and conditions prior to admission.

To retain personal dignity and independence as far as any disabilities will allow.

To achieve the highest possible quality of life.

To have their social, religious, cultural, political, and emotional needs accepted and respected, where it does not infringe on the rights of others.

The right at all times to personal privacy.

The right to have their own private space/room if that is their desire.

The right to invite whoever they wish within their own private living space.

To express preference about daily routines within the home and to be able to discuss any proposed changes to those arrangements.

To be fully informed about their individual assessment of need.

To make informed choices about the care that is to be provided.

The right to choose a GP and the right to a consultation whenever necessary.

To receive high quality nutritious meals and to have a wide choice of food.

To make their own decisions about medical treatment.

To manage their own financial and private affairs if they so choose.

To have access to facilities within the community as far as any disability will allow.

To be addressed as they choose.

Not to be discriminated against.

To have access to independent advice in all matters.

To have access to a formal complaints procedure.

## **The Friendly Inn**

### **Admission Procedure**

Prior to admission a prospective resident will be visited in his/her own home environment.

We like our prospective residents and next of kin to visit our home, when they can see their room and the rest of the communal areas and meet other residents should they wish.

The new resident will be welcomed by the manager or member of staff who made the home visit.

- 1) The resident and any companions will be welcomed and allowed time to relax in the resident's new room with a drink and biscuit. If the resident is alone he/she will be offered a choice of being left in private or having staff company.
- 2) The new resident may choose whether he/she wishes to unpack immediately or later, with or without help.
- 3) The new resident will be asked how they prefer to be introduced and addressed both by residents and staff.
- 4) When the new resident feels comfortable and relaxed they will be shown around the home and introduced to other residents.
- 5) The resident will be shown the nurse call system and encouraged to use it.
- 6) Admission details will be taken from the resident or companions.
- 7) The new resident will be reassured visitors are welcome at any time.
- 8) The new resident will be given a choice to join the communal rooms or to stay in the privacy of their bedroom, whatever choice, help and reassurance will be given when needed.