



# Netherwood Care Home

Residential and Day Care for the Elderly

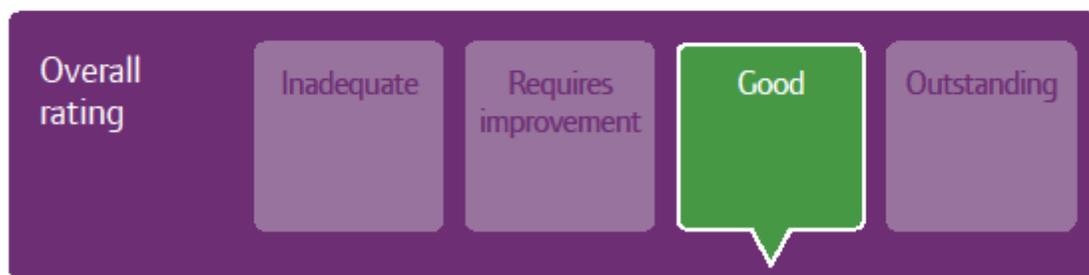


Haughton Road, Shifnal

TF11 8DG

Netherwood Care Home Ltd

## Netherwood Residential Care Home



### Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Good

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at [www.cqc.org.uk/location/1-1251970700](http://www.cqc.org.uk/location/1-1251970700)

We would like to hear about your experience of the care you have received, whether good or bad.

Call us on 03000 61 61 61, e-mail [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk), or go to [www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder)



We purchased Netherwood Care Home in June 2014 with the aim of retaining it as a Quality Residential Care Home and it is now part of the family run 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.

Netherwood enjoys a large garden with a delightful woodland walk, lawns and formal flower beds. We also take pride in our numerous summertime 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.

## **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.

## 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
- Day Care
- Respite Care

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

A person centred care plan is created and individualised 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.

## Care Facilities

Our home offers the following facilities:

24 hour residential care

Luxury furnished and individualised en-suite bedrooms

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

Separate dining rooms

Sensory lounge and quiet room

Varied food menu with specialist diets catered for

Specialist baths with hoist and lift access

Garden, patio and wooded areas with walks

Wheelchair access throughout the home

24 hour addressable Nurse-call system

Addressable fire alarm system with smoke, heat detectors and fire doors

Laundry service fully staffed

Toilet and washing facilities

Recreational facilities

3 tropical fish tanks





**Bedroom with Ensuite Facilities**



## Sensory Lounge



## **Activities and Entertainment**

### **Parties**

We hold garden parties for our residents and families during the summer months with live entertainment for all to enjoy. This provides a great fund raising opportunity for the Residents Comfort Fund and we have visitors from Shifnal village as well as family and friends of residents.

### **2016 Garden Party (Balloon Race)**



### **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 regularly 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 have regular visits by Tom Wenlock who comes to entertain our residents and their families and friends who we welcome to join us on such occasions.

Sheila Caspell regularly joins the residents for a 'Movement to Music' afternoon which is enjoyed by all.

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

### **Sheila Caspell – Movement to Music**



### **Tom Wenlock – Singer Entertainer**



## Kiddleydivey – Entertainer



## Craft Afternoons



## Christmas Pub Lunch



## Rupert The Horse



## Fortnightly Flower Arranging



## Easter Bonnets



## Classic Car Days



## **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.

## **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.

## Catering

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

We also offer a 'meals-on-wheels' service to the local community who have enjoyed the food from our home for over 15 years.

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 fresh 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.



## Communal Gardens

We are fortunate that we have a large garden with many mature trees, which allows us to have our 'Woodland Walk'.

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

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 summer house in the garden with tables and chairs. Many of our residents enjoy taking their morning or afternoon refreshment outside when the weather permits.

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

Last but certainly not least, there is our lovely 'Wishing Well' and our beautiful and numerous hanging baskets, which are a cascade of colour throughout the summer months.

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.







## **Netherwood 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.

## **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.



**Netherwood Care Home**

**Vacancy Enquiry Form**

Please complete this form and hand to a member of staff

**Date of Inquiry:** .....

**Resident Personal Details:**

Name: .....

Preferred Name: .....

Date of Birth: .....

Address: .....

.....

.....

Telephone: .....

Placement Required: Permanent / Respite

**Next of Kin Personal Details:**

Name: .....

Address: .....

.....

Telephone: .....