



Netherwood Care Home

Residential and Dementia Care for the Elderly



Haughton Road, Shifnal

TF11 8DG

01952 462192

www.friendlycare.co.uk

Netherwood Care Home Ltd

Netherwood Residential Care Home



Are services

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



Netherwood Care Home is part of the family run Friendly Care Group of Residential and Nursing homes.

Our care manager Julie Evans is a dedicated and experienced member of our team. Together with her deputy manager Katy Ford and our team of staff we ensure that all our residents are safe, happy and receive personal care tailored to their individual preferences and choices.

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

Netherwood enjoys a large garden with a delightful walks, 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 heart, soul and atmosphere of our 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 Term Placements
- Day Care
- Respite Care

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

A person centred care plan is created and personalised for each resident to outline the level of care and support they require from our team of staff.

This care plan is regularly reviewed to continually reflect the changing needs of our residents and we encourage families to be involved as much as possible.

Our care plans have been highly commended by visiting authorities.

Care Facilities

Our home offers the following facilities:

24 hour personal care

Luxury furnished and individualised en-suite bedrooms

Comfortable and spacious lounges

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

L1 Analogue Addressable Fire Alarm System

Fully staffed laundry service

Recreational facilities

Tropical fish tanks

Mini Bus

2019 Lounges and Sitting Rooms



2019 Lounges and Sitting Rooms





Pub Themed Sitting Room



Coffee Lounge and Activity Room



Gainsborough and Regency Dining Rooms



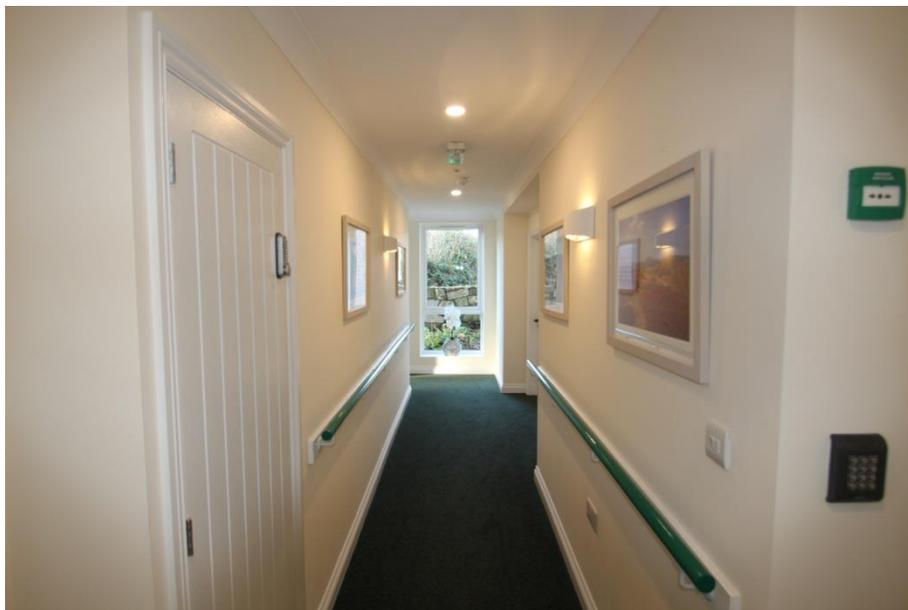
Bedrooms with Ensuite and Shower Facilities



Large Bedrooms with Kitchenettes



Dementia Friendly Corridors



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.

Garden Party and Balloon Race



Activity Co-Ordinator

We have a designated activity coordinator whose focus is the social and fun aspect of our residents care.

Combinations 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 reviewed 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.

Arts and Crafts Afternoons



Fortnightly Flower Arranging



Summer Hanging Baskets



Easter Bonnets



Seasonal Activities



Dancing



...and More Dancing



Tea Parties



Christmas Pub Lunch



Puzzles and Board Games



Birthday Celebrations



Classic Car Days



Netherwood Classic Car Show



Garden Party and Fundraiser



Visiting Entertainment

Residents of Netherwood are able to enjoy regular visits from professional entertainers.

We arrange the regular favourites and also introduce new activities and entertainment for our residents to create a varied and interesting month, different to the last.

Families and friends are always welcome to join us on such occasions and our schedule of activities is always displayed at the start of each month.

Sheila Caspell – Movement to Music



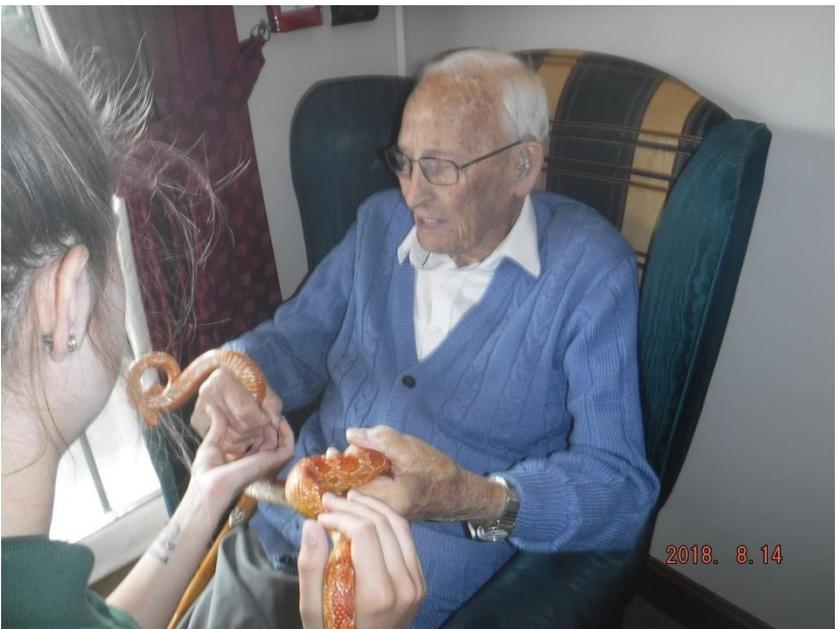
Tom Wenlock – Singer



Kiddleydivey – Entertainer



Animal Lab



Rupert the Horse



Boxercise



Day Trips

Friendly Care are fortunate to have access to their very own minibus and have free use of it to provide our residents ease of access to local places of interest, local community events or just simply a trip to the shops or café for a cup of tea and slice of cake.



Cosford RAF Museum



Albrightton Garden Centre





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.

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

(2019 - Currently under regeneration)

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 or her own home environment.

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

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.

The new resident may choose whether he/she wishes to unpack immediately or later, with or without help.

The new resident will be asked how they prefer to be introduced and addressed both by residents and staff.

When the new resident feels comfortable and relaxed they will be shown around the home and introduced to other residents.

The resident will be shown the nurse call system and encouraged to use it.

Admission details will be taken from the resident or companions.

The new resident will be reassured visitors are welcome at any time.

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.

Contact Details

For all enquiries and further information please do not hesitate to contact Netherwood Care Home, we are here to help however possible.

Address: Netherwood Care Home
Haughton Road, Shifnal
TF11 8DG

Telephone: 01952 462 192

Fax: 01952 462 494

Registered Manager: Julie Evans

E-mail: julie@friendlycare.co.uk

Deputy Manager: Katy Ford

E-mail: katy@friendlycare.co.uk