

THE HEATHERS

NURSING HOME



Information Pack

**QUARRY ROAD,
BOWLING HILL,
CHIPPING SODBURY,
BRISTOL
BS37 6AX**

TEL: 01454-312726

FAX: 01454-315614

E-MAIL: info@heathersnursinghome.co.uk

WEB: www.heathersnursinghome.co.uk

Hitan Patel Director
Anne Shilston Matron/Manager



INVESTOR IN PEOPLE

Updated: May 2009

Our Philosophy

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 cosy atmosphere of the home. We have a lovely Patio, where residents can sit in the garden under the parasols (weather permitting).

The trained staff and care assistants are dedicated, caring, and hardworking, all with the same goal; ensuring 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.

Mrs. Anne Shilston is the Matron/Manager of the home. If you need to contact Anne, please do not hesitate to contact her on 01454 312726/326471, or alternatively by e-mail: info@heathersnursinghome.co.uk

Hitan Patel is a 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 him on 07970-295944, or alternatively by email: hitanp@btconnect.com

Fees

Details for the fees charged can be obtained from Anne or Hitan.

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, 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 Heather's every Wednesday, who will happily do cuts, perms etc.

Social activities and special seasonal 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 well being. We also employ a Activities Co-ordinator who is very popular with our residents. She organises 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 have recently registered with Yate Community Transport to do more in the way of outside-organised trips for our residents. 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.

Our staff are only too happy to give up their free time to help organise these events, as they see how important and enjoyable they are to our residents.

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 lounge 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 who 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, Dinner, Tea and Supper

Breakfast is served between 8.30 am and 9.00 am.

Dinner is served in the dining rooms at 12.30 pm.

Tea is served at 3.00 pm tea/coffee, homemade cake/biscuits.

Supper is served at 5.00 pm in the dining room.

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 or the residents 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 and the current residents will provide you with the most reliable information in making your decision to choose The Heathers for your relative.



Group Information

Acacia Care Limited (The Heathers Nursing Home) is part of 3ab Care Limited. The group of companies include a Children's day nursery (Bristol), a Chemist (Gloucester), a Nursing home (Stoke) and a Residential Care Home (Leicestershire).

3ab Care Limited is a family business, and the Chairman, Arvind Patel (a pharmacist by profession) has been in the business for over 30 years.

All the businesses can be accessed on the following websites:

Ambourne House Day Nursery

www.ahdn.co.uk

Barkey Chemist

www.barkeychemists.co.uk

The Heathers Nursing Home

www.heathersnursinghome.co.uk

Westcroft Nursing Home

www.westcroftnursinghome.co.uk

Brook House Residential Home

www.brookhouserh.co.uk