



CROWN CARE

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CROWN CARE

OUR HOME IS YOUR HOME



WELCOME

We want to help you through the experience of choosing a Care Home for yourself or a loved one

Here at Crown Care Homes we appreciate that the decision to move into a Care Home can be complex, sometimes confusing and often an emotional time. Our aim is to give you as much help and assistance in this very important process to ensure that you make the right decision, the one that is the best for you or your loved one. Our experience has shown that there are many benefits of moving into a Care Home the key ones include: 24 hour care and assistance, alleviation of social isolation, promotion and maintenance of independence.

This brochure aims to help you decide. It explains the benefits of a good Care Home; round-the-clock assistance, friendly faces every day, companionship and for many Residents, the renewed confidence and independence that being supported by our dedicated staff can bring. It also includes a useful checklist so you know what to ask and what to look for in any home you visit.

We hope this brochure gives you all the information you need to start this important journey with us. Of course, if you would like to discuss anything in detail, or have a specific question, please contact the Manager of the particular Home you are interested in.

Alternatively contact our head office on 0191 270 8649.

Crown Care



www.crowncaregroup.co.uk



OUR HOME

All our homes are purpose built offering a high standard of accommodation.

Our homes are well equipped with all of the equipment that is necessary to promote and maintain independence. Regular inspections and audits take place to ensure a high level of standards are preserved and thus offer a degree of confidence for our Residents. Within the design features of the home we aim for liberty and freedom of movement, particularly for our Residents who have Dementia.

YOUR HOME

Our aim is to keep our Homes clean, well decorated and maintained.

We like to think of them as a real home-from-home, so it is lovely when our Residents bring ornaments, pictures and furniture with them, either for their own rooms or for shared areas such as the dining room or lounge. This means each Home has its own special atmosphere, and our Residents find great pleasure from their own items around the place.

The gardens are a particular joy in each Home, despite the British weather! Residents are actively encouraged to relax in the fresh air and to contribute their ideas and expertise to the upkeep of the outdoor areas by growing plants and getting involved in gentle exercise. Family and friends are allowed to pop in at any time, and we welcome visitors to enjoy refreshments or meals with their loved ones.





OUR FOOD

Good healthy food is at the heart of our Homes. All our chefs, cooks and kitchen assistants are fully-qualified, and all our care staff and nurses are trained in food safety. There is home baking every day, and we use fresh ingredients as often as possible to create a range of appetising dishes. Our kitchens are audited internally every month and externally every year by the Food Standards Agency.




YOUR FOOD

Eat your meals in the sociable dining room or in your own room, it's up to you. There is a choice of dishes at every meal-time, but if nothing on the menu takes your fancy, we will always offer alternatives. Special diets are catered for to accommodate clinical or cultural needs, and snacks and fresh fruit are available at all times, including during the night.



SPECIAL OCCASIONS

We can help you celebrate special occasions including:

-  *Anniversaries*
-  *Birthdays*
-  *Family events*





OUR STAFF

All our staff members are encouraged to develop their skills and undertake nationally recognised qualifications, so that they can deliver the best possible service for our Residents. Staff working in specialised Dementia Accommodation attend Dementia Awareness Training and we have Dignity Champions in all our homes. In our homes we learn by working together and setting good examples to each other, so our residents benefit and our staff progress in their careers.

YOUR STAFF

All new Residents are allocated a key worker, who will ensure that each individual is happy living with us. Every week a team meeting is held which is attended by all levels from Nursing Staff through to the Administrative Team to ensure the smooth running of the home, fulfilling the needs of the Residents. Our staff put kindness and consideration first, and are respectful of privacy at all times.



OUR CARE


-  Residential Care
-  Nursing Care
-  Specialist Care
-  Dementia Care
-  Respite Care





OUR PARTNERS

We work with a range of outside partners who visit each Home – these include:

-  *GPs*
-  *Chiropodists*
-  *Therapists*
-  *Hairdressers*
-  *Activity co-ordinators*
-  *Entertainers*

OUR DAILY LIFE

We pride ourselves on running our Homes efficiently. Our daily routines accommodate everything from meal-times to staff shift patterns, meetings and activity programmes, run by dedicated activity co-ordinators to ensure a varied programme of events. We like to have regular meetings with Residents and their families so everyone can share their views. Inclusivity is important to us; we ask Residents and relatives to participate in the interviewing of new staff, and actively encourage completion of quality audits and surveys about the service we offer.

YOUR DAILY LIFE

Every Resident has a Care Plan, based on their practical, medical and emotional needs, created especially for them. The services we offer encompass residential, nursing, specialist and dementia care, and working in conjunction with healthcare professionals and activity co-ordinators, we tailor every Plan to support the individual as their requirements change over time. Activities form an important part of every Care Plan and help Residents to stay engaged and stimulated in life, whether it's group sing-a-longs or quiet time doing embroidery or playing games with an activity worker. Family and friends are welcome to come along and join in with activities.

OUR ACTIVITIES

-  *Games*
-  *Pamper days*
-  *Exercise classes*
-  *Art clubs*
-  *Horticultural clubs*
-  *Trips*
-  *Reminiscence sessions*
-  *Cookery*
-  *Music*



St James Court,
Hoyland



FROM OUR HOME, TO YOUR HOME

We do hope that you choose one of our Care Homes, but we advise you to look at as many as you can to make comparisons and help you make the right choice.

To appreciate our welcoming atmosphere, call in and see any of our Homes without an appointment, but we ask you, where possible, to try and avoid meal-times to maintain the dignity of our Residents. If you wish to see a manager it is advisable to make an appointment before you arrive.

It is sometimes difficult to remember all the things you need to observe or ask, so we have provided the following checklist to guide you.

GETTING IN TOUCH

For further information about our Care Homes and the services we provide please contact a team member on

0191 2708649

or email us, info@crowncaregroup.co.uk



www.crowncaregroup.co.uk

CHOOSING YOUR CARE HOME CHECKLIST

LOCATION

- Are you familiar with the area?
- Can the home be reached by your relatives and friends to make visiting easier?
- If you enjoy an active social life and going out in the evenings, is the home near to your friends and the places you like to go?
- Is the home on a bus route?
- Is the home near to the park, local shops, post office, and any other services you might need?

LIFE IN THE HOME

- Do you know any of the other residents in the home?
- Do residents seem happy, cared for and interested in what is happening?
- Are residents' meetings held?
- What are meals like?
- Are special diets catered for?
- Is there a choice of food?
- Can I make drinks and snacks for myself?

WHAT IS THE DAILY ROUTINE?

- For example, can I please myself about what time I go to bed and get up?
- Can I make private phone calls?
- Are there any restrictions on making or receiving phone calls?
- When can people visit and can they stay overnight?

LEISURE ACTIVITIES

- Are outings and holidays arranged and is there an extra charge?
- Will the staff take me out if I want to go to the shops or out for a walk?
- Is a library service provided?
- What is the garden like?
- Will I be allowed to help in the garden or join in general household tasks?

APPEARANCE

- Is the atmosphere homely and welcoming?
- Do I like the look of the home?
- Is it too luxurious or too basic?
- Is it too big or too small?
- Is it clean?
- Is there a lift?

PERSONAL NEEDS

- Can I bring my possessions and furniture with me to make me feel more at home?
- Can I use my room any time of the day?
- Can I have a TV in my room?
- Is there somewhere to keep my valuables safe?
- Can I have my own telephone?

- Will my own doctor still be able to visit me in the home I choose?
- What happens when I have a hospital, dentist or optician's appointment?
- How often can I have a bath?
- Will I be encouraged to do things for myself?

THE STAFF

- Does the person in charge make me feel at home?
- Are the staff friendly?
- Do the staff talk to the residents and how do they talk to them?
- How do staff and residents address each other?

RULES AND RESTRICTIONS

- What is the policy on smoking?
- Would I be able to deal with my own money? If not, what arrangements are made?
- Are there any house rules, for example, about visiting times or returns from outings?
- Is alcohol allowed in the home?
- Can I bring my pet with me?
- Can I spend a trial period in the home before I decide?
- How long is the trial stay?
- Are there any extra charges for services such as laundry, hairdressing, chiropody?
- What happens if I become more dependent, for example, ill, incontinent, or lose my sight?

OTHER QUESTIONS TO ASK

- Does the home offer day care to non-residents? (some homes do this)
- What would happen if the home could no longer meet my needs?
- What happens to my room if I am on holiday or in hospital?
- What would happen if illness meant that I could no longer manage any stairs to my room?
- How would I make a complaint?

NOTES:

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