



Silver Trees Care Home
10 Brockway
Nailsea, Bristol
Somerset, BS48 1BZ

Welcome

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Tucked away in the heart of Nailsea, Silver Trees offers residential, nursing and respite care to elderly members of the community. The home has experienced, well-trained management and staff who are friendly and courteous. We know how to provide the highest standard of care, treating residents with dignity and respect.

With lovely gardens and mature foliage surrounding it, Silver Trees has served Nailsea well since the home was purpose built in 2000. Residents can enjoy the homely atmosphere of our communal spaces alongside the privacy and comfort of their own bedrooms. Individual care and the personal touch are important to us and people from all cultural, religious and ethnic backgrounds are welcome. From care plans to the daily menu, and from activities in the home to the décor, we listen to the wishes and requirements of all our residents.

Silver Trees provides a safe and secure environment. Frail and elderly residents are given assistance and support wherever and whenever it is needed. There is wheelchair access throughout the home. We are situated in the centre of Nailsea meaning people living here can take full advantage of all the town's shops, cafés, parks and other nearby amenities. Our ongoing links with Nailsea's churches, schools and clubs help make the home special and the local community plays a big role in life at Silver Trees.

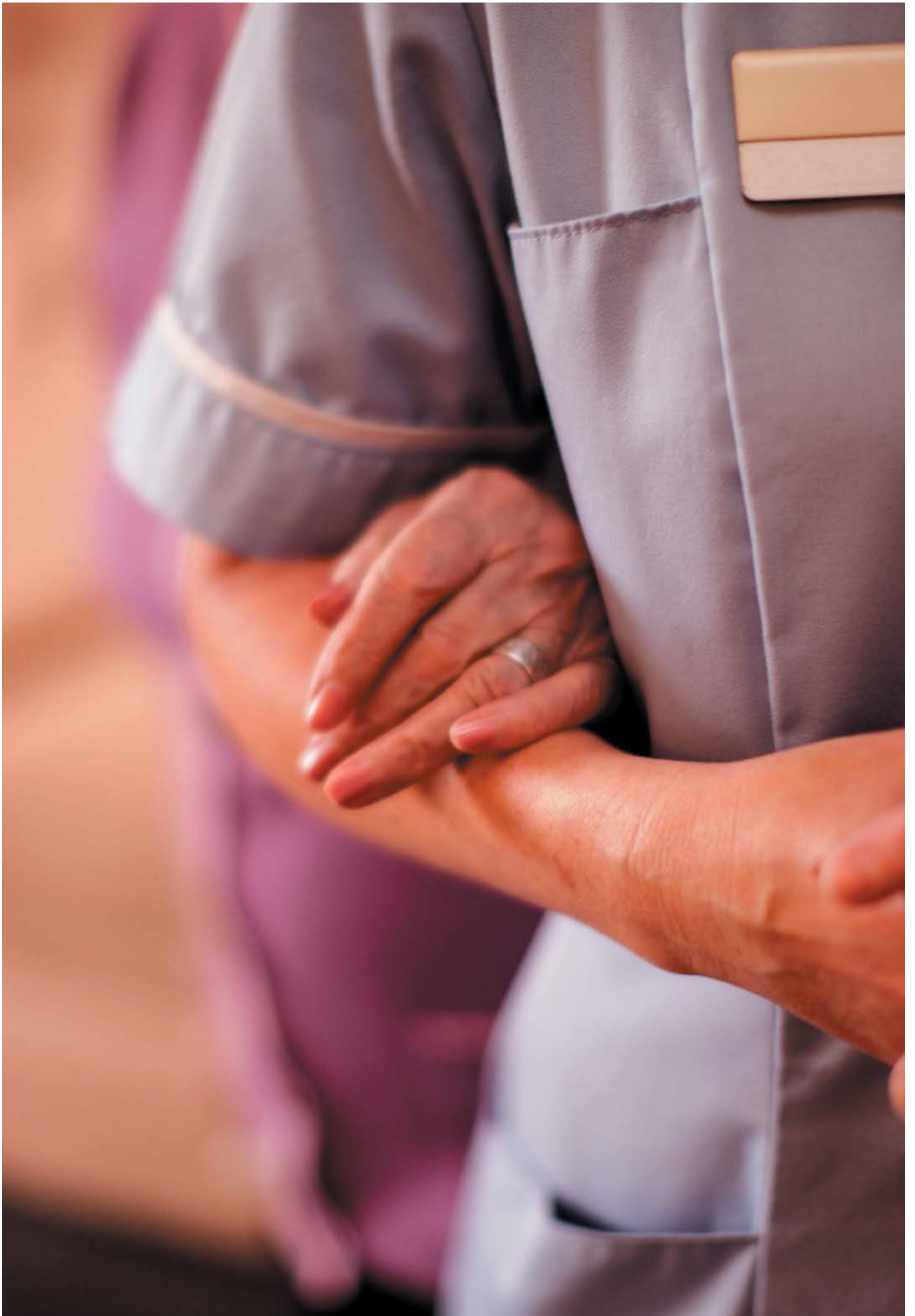
We welcome visits from friends and family and encourage input in helping make decisions around the home, in addition to the individual care we provide. There are plenty of opportunities for participation in our extensive activities programme and to continue supporting and caring for loved ones while they are with us.

Note: Previously known as Laurel Court, the care home became Silver Trees in 2012 when it came under new management. Standards had fallen and the new name emphasises the restoration of our traditional focus on dignity, respect and high quality individual care.

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*Accommodation,
Care & Facilities*

Silver Trees residents each get a spacious single room with an en suite toilet and wash basin. The home has two floors, and on the first floor are 31 bedrooms for those requiring residential care. They are supported by our fully-trained care team. On the ground floor we have 31 further rooms for people who need nursing care and qualified nurses are in the building for these residents 24 hours a day, alongside our carers and other staff. We also take bookings for respite care, looking after elderly people for short periods as and when required. All our residents can call for assistance at any time, day or night.

Each floor has a dining room and three lounges, and on the first floor there's an additional quiet area. We have four bathrooms with all the equipment required for those who need help bathing, plus a shower room for residents who can wash unassisted. Our staff help residents with mobility both inside and outside the home. When the weather is good or when a breath of fresh air is desired, our residents can enjoy the secure patios and gardens at their leisure.

“Staff at Silver Trees are passionate about what they do”

The staff at Silver Trees are passionate about what they do and aim to provide the highest possible standards of care. Our team consists of registered nurses, senior carers and care assistants who are trained to meet the needs of frail and elderly people. The excellent chef and kitchen staff cook up delicious and nutritious meals on a daily basis, taking into account the dietary requirements of each individual resident. Meanwhile the housekeeping, domestic and laundry teams ensure every inch of the home is clean and hygienic. The building is maintained and kept secure by the maintenance staff, who can also help residents change the décor of their rooms. Our activities coordinators plan a whole range of

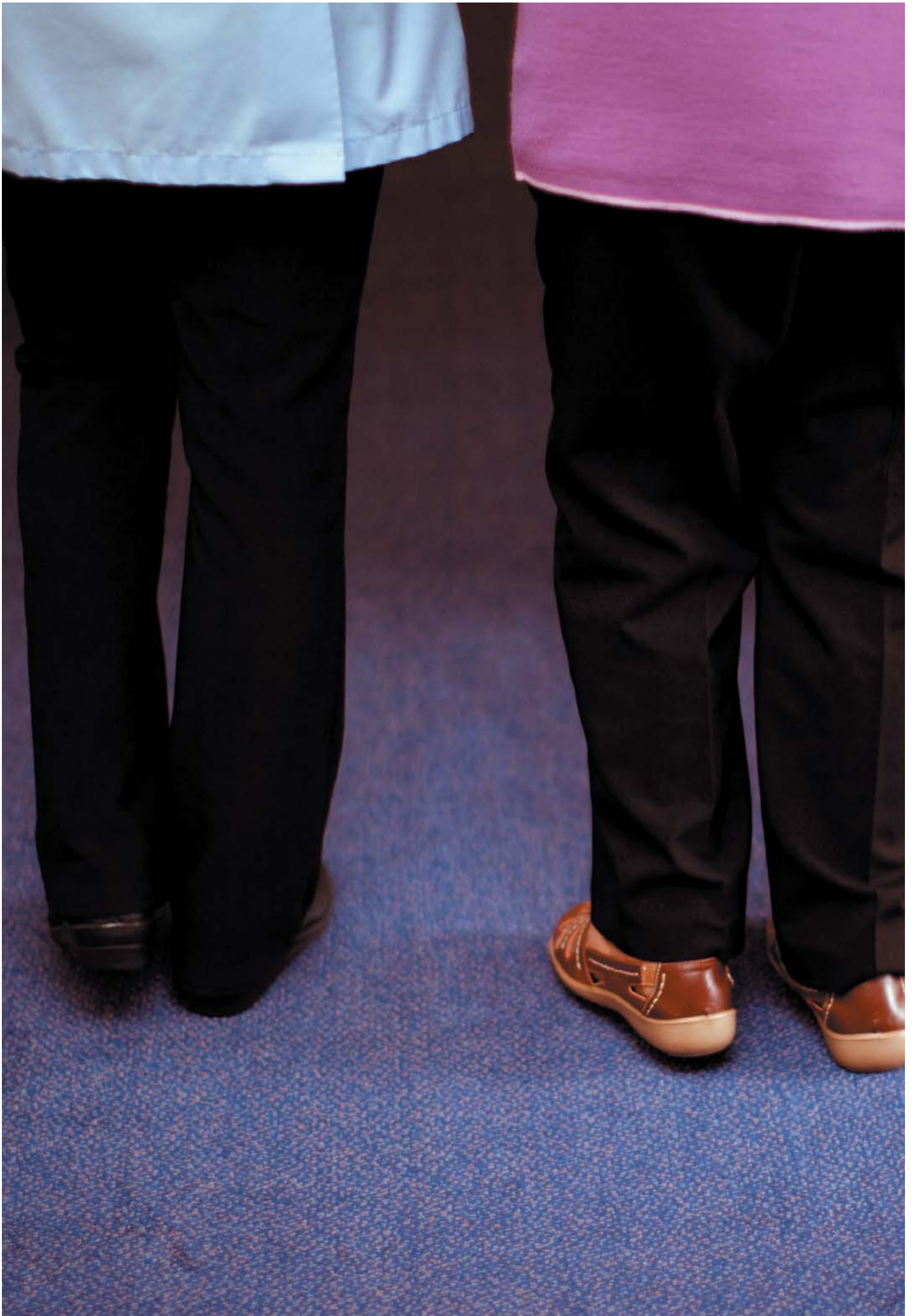
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exciting and stimulating sessions within Silver Trees, in addition to excursions outside of the home, to ensure that residents live life as fully as they are able. Our managers running the home make sure professional standards are met – and exceeded – while keeping a close eye on everybody’s wellbeing.

Staff training takes place on an ongoing basis, with nurses and carers regularly completing their update courses according to national guidelines. Many of our staff take additional courses and extra training to advance their careers and improve their contribution to Silver Trees.

Teamwork is what underpins our approach. Everyone works together as a team, and alongside external professionals such as doctors and district nurses, to ensure that the needs of each individual patient are met. We are committed to protecting the rights of every resident in our care, ensuring their dignity, privacy and choices are respected.

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Eating, Activities & Entertainment

No matter how young or old you are, food is one of life's great pleasures. We make sure that residents at Silver Trees receive meals that are nutritious, delicious and enjoyable to eat.

Cooked breakfasts, cereals, toast and fruit are available every morning. The main meal is served at lunchtime, with a choice of two or three dinners from the menu, which changes day to day and season to season. If a resident doesn't like what is on the menu at any time, omelettes, jacket potatoes and other favourite options may also be requested. In the evening, light suppers are served with hot and cold choices. Mid-morning and afternoon teas are served every day, offering a selection of drinks as well as biscuits, cakes and portions of healthy fruit. Our chef takes into account the specific dietary requirements of each resident. These might be down to a condition or allergy such as diabetes or wheat intolerance, they might be due to culture or religion, or purely based on an individual's tastes. Residents play an active role in helping develop the menu at Silver Trees, and it is updated regularly to reflect this. Mealtimes present the opportunity to socialise, however anyone who wants to eat in the privacy of their room is free to do so.

Residents are encouraged to continue their hobbies and interests when they move to Silver Trees. We also have dedicated activities coordinators who lead a variety of recreational activities both for fun and for wellbeing. Every Friday there are light keep fit sessions called 'Use it or Lose it'. Weekly quizzes, bingo, film nights and skittles matches are popular at Silver Trees, alongside a whole range of art and craft activities from pottery to knitting. Visiting entertainers regularly come to the home, including dancers and musicians who play a range of instruments.

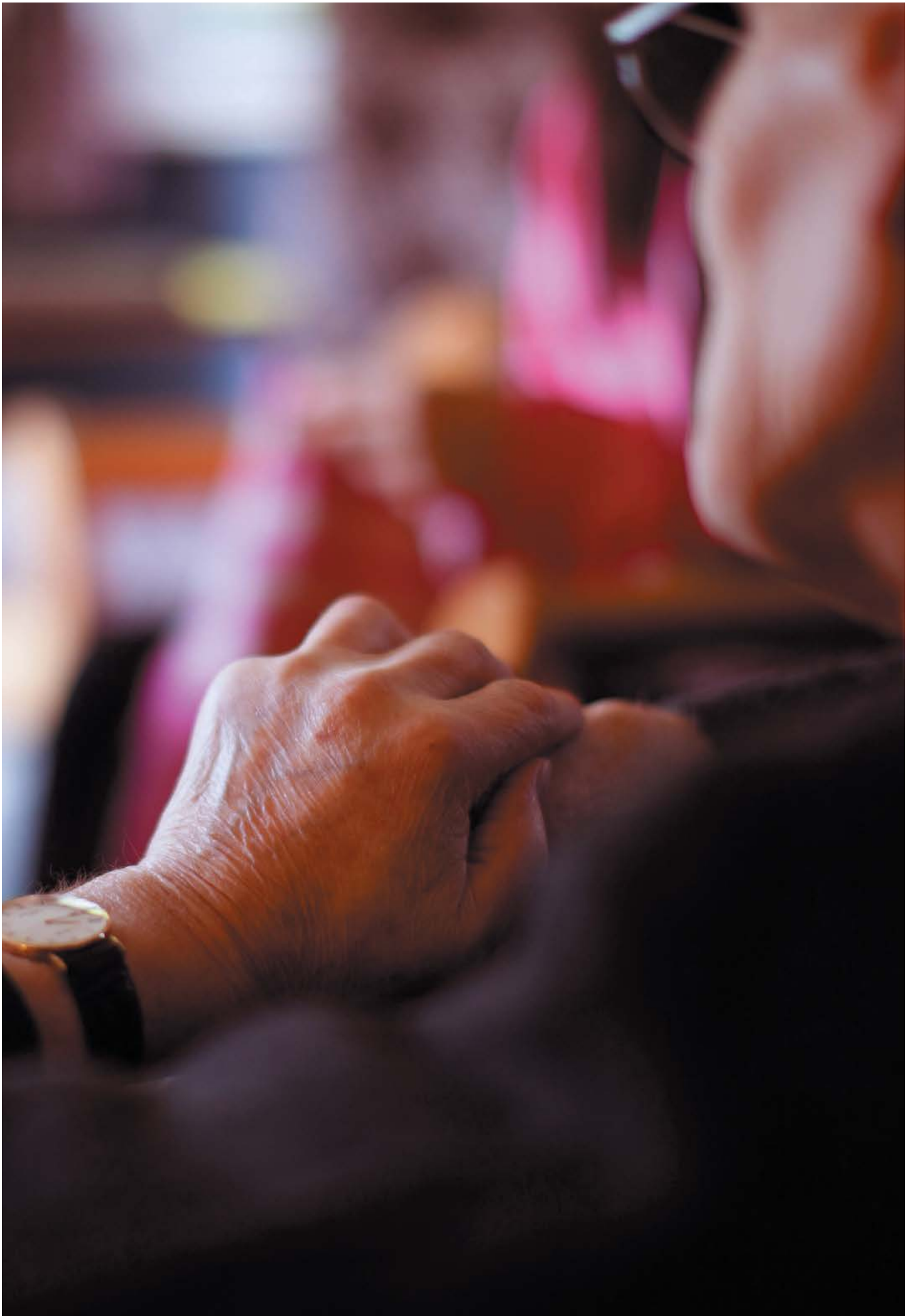
Silver Trees has a baking club who make cakes and other treats every week, and of course these are enjoyed at our coffee mornings. Our residents also enjoy planting flowers in the attractive gardens that surround the building.

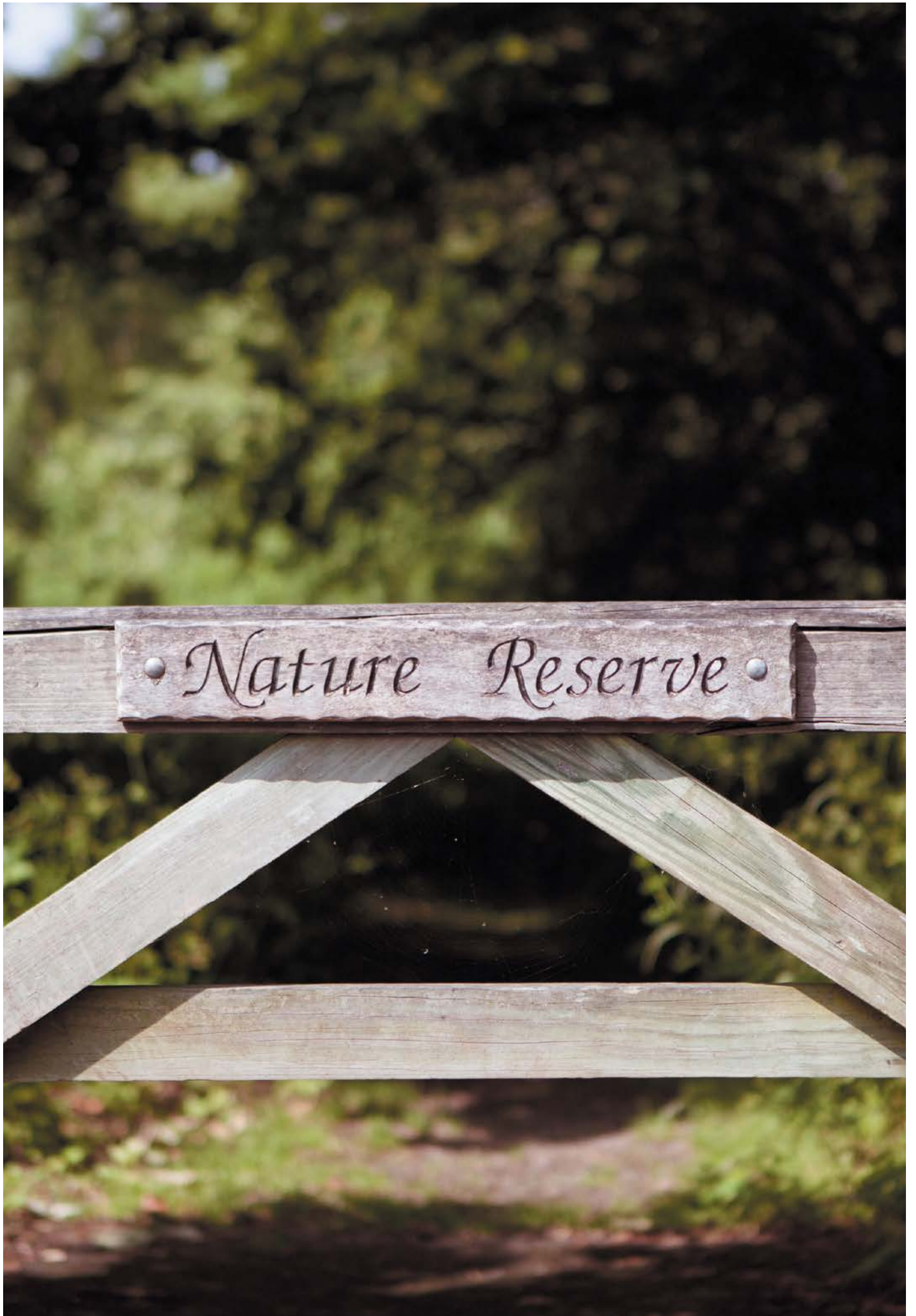


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Special occasions like Christmas and Easter are celebrated enthusiastically, alongside St Valentine's Day, St Patrick's Day, St George's Day, Bonfire Night and Halloween. We plan regular excursions for local shopping, days out and lunches at a nearby garden centre.

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• Nature Reserve •

At the Heart of the Community

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Nailsea sits in the beautiful rural surroundings of North Somerset, and the care home plays an important role in the local community. Silver Trees is the only facility offering residential, nursing and respite care for the elderly in the town and most of our residents come from this community.

“Nailsea sits in the beautiful rural surroundings of Somerset”

We are very close to the town centre where a mixture of shops, large and small can be found, and there is also a major supermarket nearby as well. The leisure centre complex is next door to the home, and the local GP’s practice is just across the road. There are always doctors nearby and GPs and nurses visit patients in Silver Trees on a daily basis. For residents with no living relatives, a local advocacy service is available to make sure their interests are impartially represented.

Residents who are mobile enough can easily go out shopping, visit friends and family, or continue taking part in the same clubs and societies they were members of prior to moving Silver Trees. Those in wheelchairs or with other mobility issues can visit local amenities accompanied by staff and, or friends and family.

There are close ties with local schools, with groups of children coming in to entertain with singing, plays and music performances, particularly at Christmas and Easter. We hold a summer fete and open day, welcoming everyone in the community to come and have fun, and see what we do at Silver Trees. We play games, hold raffles, and our baking club produces cakes, biscuits and other confections to sell in order to raise money for our residents’ fund. What we manage to raise is used to cover excursions and days out.

All faiths are respected at Silver Trees. Roman Catholic and Church of England services are held regularly in the home for members of those religions. Relevant ministers and priests of other faiths will be invited to the home according to the individual needs of any resident.

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Friends & Loved Ones

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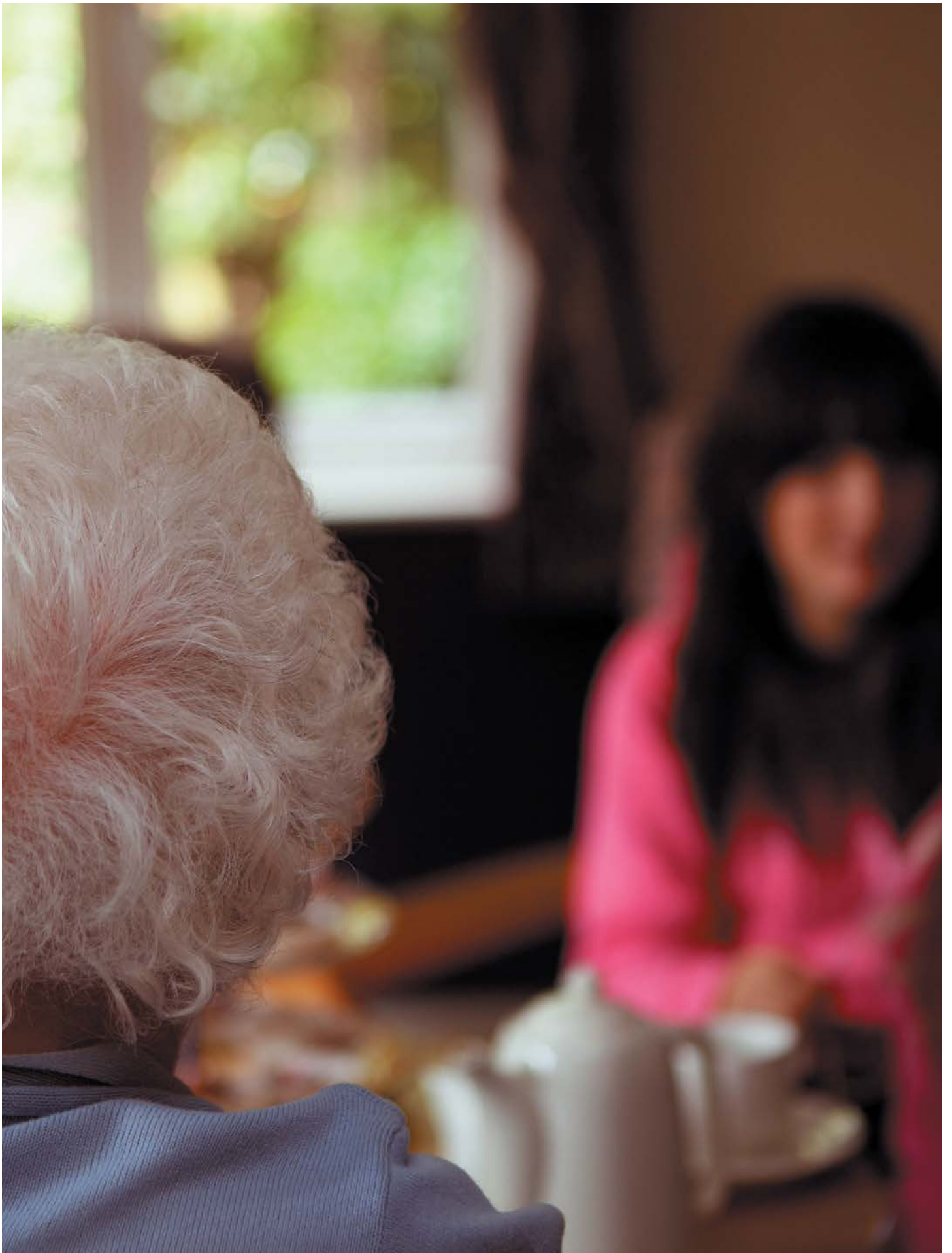
We encourage relatives and friends of people living at Silver Trees to play as full a role as possible in the life of the home. Family and friends can visit at any time, day or night. Arrangements can also be made with staff for residents to leave the home to visit with friends or relatives. Theme nights and celebrations in the home are also a fantastic opportunity for family to share in life here at Silver Trees.

Our manager has an open door policy and is always willing to discuss the needs of residents with their relatives, as well as holding monthly surgeries. Relatives meetings are held every three months and provide the opportunity for relatives to keep up to date with news from the home, as well as share their thoughts and opinions. These meetings take place in the evening and are accompanied by some light refreshments and sandwiches. We have started an email newsletter for relatives who live both locally and further afield, and want to be kept up to date with life in Silver Trees.

Relatives can also play an important role in the care being provided. Arrangements can be made for anyone who wishes to eat with their loved one, or help with their care. When care plans (see page 23) are reviewed and changed, residents can have whomever they wish present and this often involves family members and, where relevant, social workers. We encourage close relatives to take the greatest interest in care plans and their development.

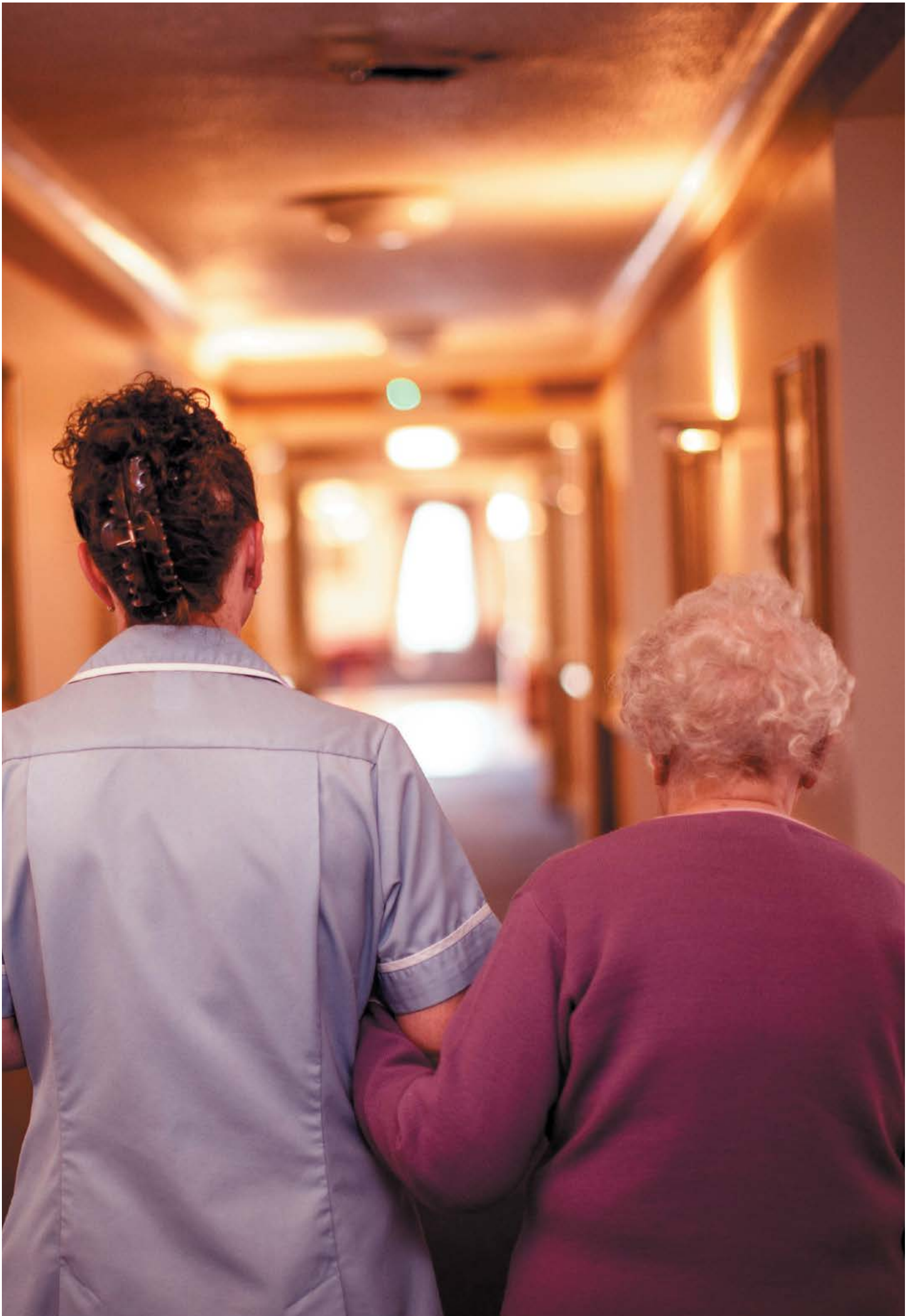
There are also opportunities for friends and family of residents to volunteer at the home. Families play a big role at our fetes and open days, joining in the events, donating bric-a-brac for sale, and buying raffle tickets. Money raised goes towards the transportation costs when we have days out. Relatives who come to the home to visit their loved ones often become friends with other residents and there is a positive, healthy family atmosphere within the home. In fact, we think of Silver Trees – residents, relatives and staff – as one big family.

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Individual Care

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At Silver Trees, providing individual care is one of our core values. The personal requirements, preferences and wishes of our residents guide us in everything we do, and because of this Silver Trees has a truly homely and comfortable atmosphere.

From rising in the morning to retiring at night, residents make their own choices throughout the day. What is eaten at mealtimes, whether residents join in or opt for privacy, what is shown on the TV and all the activities available, everything is based on the wishes of everyone living in the home.

Residents are encouraged to personalise their rooms by bringing with them their favourite pictures, ornaments, keepsakes and furniture. Electrical equipment such as televisions, radios, CD players and computers can be brought to the home, and privately paid telephone and broadband lines can be installed. If a resident wishes, we can also help personalise the décor of their room – within reason.

“Silver Trees has a truly homely & comfortable atmosphere”

Everyone who lives at Silver Trees has a dedicated carer called a key worker. This member of our team will pay special attention to a resident’s personal needs and wishes, helping them settle in the home and supporting them in a whole range of ways. From helping to remember relatives’ birthdays through ensuring residents get the meals they want, and on to assisting with medical issues, key workers are a vital part of individual care.

Every resident has a care plan which is developed with the resident, their family members and social services, where relevant. This begins with an assessment before entering the home and continues after arrival. Any physical ailments or medical conditions are key elements in a care plan, the personality of the individual is also very important. Learning about each resident’s life experiences, family, career, hobbies,

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interests, friendships and beliefs helps us provide more personal care.

Residents are involved with choices around Silver Trees. They help decide how communal areas are decorated and used, as well as the gardens. We regularly update the menus by adding favourite dishes and removing unpopular ones as tastes change.

The activities we do in the home are entirely dependent on what residents want to do. People living at Silver Trees can have their hair cut by our stylist who comes every Thursday, or use a hairdresser or barber in Nailsea. We can call in opticians, dentists, chiropodists, physiotherapists, reflexologists and a range of other services as and when individual residents require them.

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In Summary

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Type of service:	<i>Care Home with Nursing</i>
Registered organisation that provides care:	<i>Handsale Limited</i>
Registration:	<i>Registered to accommodate a maximum of 62 service users</i>
Total Staff:	<i>75</i>
Activities Coordinators:	<i>1</i>
En suite bedrooms:	<i>62 rooms</i>
Residential care:	<i>31 rooms</i>
Nursing care:	<i>31 rooms</i>
Total bath/shower rooms:	<i>5</i>
Assisted bath/shower rooms:	<i>4</i>
Lounges/recreation rooms:	<i>6</i>
Quiet Rooms:	<i>2</i>
Dining areas:	<i>2</i>
Hair & Beauty salon:	<i>Yes</i>
Gardens:	<i>Yes</i>
Sensory Garden with secure access:	<i>Yes</i>
Visitor parking:	<i>Yes</i>
Lift access to all floors:	<i>Yes</i>
Wheelchair access:	<i>Yes</i>
Pets allowed:	<i>Yes</i>
Visiting GP	<i>Yes</i>
Visiting Physiotherapist:	<i>Upon request</i>
Visiting Chiropractor:	<i>Upon request</i>
Visiting Chiropodist:	<i>Yes</i>
Visiting Optician:	<i>Yes</i>

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About Handsale

Founded in 1988, Handsale has over 24 years experience in healthcare and currently operates eight care homes, all of which are located in the United Kingdom. Starting as a family business all those years ago, our core values have not changed to this day – we believe that everyone has the right to dignity, respect and choice. Handsale promises the highest quality individual care.

Each Handsale care home is exactly that – a home. They are all situated in carefully chosen areas where our residents can continue to lead fulfilling lives while feeling confident and secure. All of our homes are run with an ethos based on quality, trust and support. We pride ourselves on being an integral part of each of the communities we serve.

Clear, honest and easy communication is important to us in all our dealings. Our fully-trained professional staff play a crucial part in this. We currently employ around 600 people, all of whom provide our residents with the friendly, personal and compassionate care they deserve, whilst also providing an environment in which both residents and their families feel safe, secure and happy.

Our managers are all experienced, skilled and caring. Each of them has an open door policy should you have any questions or require further information.

But most importantly, we promise we will never let our standards slip. Here at Handsale we will never waver from our core values and will continue striving for better. That's what we'd want for our own loved ones, and it's no less than you should expect.

