



ALMONDSBURY CARE LIMITED

Hillview Nursing Home

Hillview is a Registered Nursing Home, providing care for people with mental health problems, under constant supervision of trained staff.

Hillview is a long established home which originally opened as a residential home and became dual registered to cater for the needs of mentally infirm residents over 10 years ago.

The Home is a substantial town house located in Berrow Road, Burnham –on-Sea . This is a pleasant residential area of the town only 100yards or so from the sea front. It is approximately one mile from the town centre.

The accommodation at Hillview includes 16 single and 7 double bedrooms all of which are light and airy. All bedrooms have wash basin facilities. Each bedroom is equipped with a television aerial point, nurse call, multiple electric sockets, a mirror and bedside light. All bedrooms have their own ventilation with at least one opening window. All windows on the upper floors however have restricted openings to avoid accidents.

The bedrooms on all floors are accessed either by the internal stairway, or our passenger lift servicing all floors. All bedrooms have the benefit of central heating with their own radiator protected by a suitable guard to avoid accidents.

Nearby amenities are those expected in a local community and include shops, post office, doctors' surgery and churches of various denominations. Full NHS services are available including GP's, chiropodists, opticians and dentists. We also receive visits from such professionals as appropriate.

Transport can be arranged through a GP for some hospital appointments. If not, we can arrange transport and escort services, but this service will be charged for. It is encouraged therefore that relatives assist in this respect to avoid any unnecessary costs.

"Thank you so much for looking after Keith. We appreciate the care and respect you showed him."

Diane, David, Debbie, Donna and Kevin.



Primary Facilities & Services

- Qualified nursing staff on duty 24 hours a day
- Homely caring atmosphere
- Comfortable rooms all with en-suite facilities
- Nurse-call in all rooms
- Parker baths
- Local GP's available
- Meals cooked on premises
- Special diets catered for
- Laundry on premises
- Visiting dentist chiropodist and optician
- Passenger lift
- Central heating throughout
- Visiting hairdresser
- Self-contained gardens and patio areas
- No Smoking Policy
- Visiting unrestricted
- All religions accommodated
- Mini-bus arranged for outings
- Television point in all rooms

Hillview has three lounges. The main lounge/dining room is on the ground floor and is very spacious and has a television, video, music system and a selection of reading materials. We also use this lounge area for meals, residents activities, entertainment and social gatherings. The other two lounges are smaller and more peaceful and are also used for private meetings with friends and relatives.

We also have a piano available. There is also a separate activities room adjacent to our main lounge. The Home benefits from carpeting and central heating throughout and as with the bedrooms all radiators are protected by a suitable guard.

We have five bathroom areas, one of which has shower facilities. All bathroom and toilet areas have suitable non-slip flooring and the main baths have mechanical hoists fitted for use as appropriate. All hot water taps in bathrooms have thermostatic valves to prevent scalding.

Our secure and enclosed garden and patio areas are particularly pleasant and can be easily accessed by residents. A laundry service is also provided on the premises.

Although all our bedrooms are fully furnished to a high standard, small items of furniture and other effects belonging to the resident may be brought into the home with Managers prior agreement.

Resident's must tell us about any electrical items that they bring into the Home and make sure that they are safe to use. If there is any doubt as to whether an item is safe, residents' should not bring it into the home until an electrician has tested it. Residents' can bring a television into the Home but are responsible for their own TV licence unless it is donated to the home in which case it will be covered by our own TV licence.

Telephones may be installed in individual bedrooms. The resident will be responsible for the installation, rental and any other charges incurred. Mobile phones are permitted.

Wheelchairs, walking frames and other equipment are available and residents needs will be assessed by the Manager. Lifting hoists are available for use by our care staff as appropriate to the needs of each resident.

The Home employs its own cleaning and maintenance staff.

Fire precautions at the Home are comprehensive including, smoke detectors, emergency lighting, fire extinguishers and automatic fire doors. The Home is inspected independently by the local fire brigade and complies with current practice.

We also periodically arrange for a mini-bus with a wheelchair hoist. This enables our residents to enjoy outings to places of interest and visits to the theatre.

Staffing

Full personal nursing care is the core provision at Hillview. Our staff are specifically trained in the care of the elderly. The right attitude to caring is regarded to be of primary importance in the selection of all our staff. Staffing level guidelines are followed, as set by the Commission for Social Care Inspection (CSCI). A qualified nurse is on duty 24 hours a day.

Visiting

Visiting is as unrestricted as possible at the home. Family and friends are encouraged to visit as often as they can. Occasional meals can be provided although there may be a small charge.

Catering

Meals are cooked at the home and there is a varied and well balanced menu. Special diets and preferences can be catered for and pride is taken in providing traditional and wholesome meals.

Health Care and Spiritual Support

Full National Health Services are available including General Practitioners, Chiropodists, Opticians and Dentists as required. There are various religious denominations in Burnham-on-Sea, some of which visit the home periodically.

Personal Possessions

Although all our bedrooms are fully furnished to a high standard, small items of furniture and other effects belonging to the resident may be brought into the home with Matrons prior agreement.

Fees

Fees are determined following an assessment of each resident's specific needs by our Manager/ Matron. Fees cover all care and accommodation costs

Philosophy of Care

AIMS OF THE HOME

To provide personal and nursing care, including Registered Nurse Care to residents of both sexes, over the age of 65. Although we specialise in longer-term nursing care we can accommodate residents requiring respite. To foster an atmosphere of care and support which both enables and encourages our residents to live as full, interesting and independent a lifestyle as possible with rules and regulations being kept to a minimum.

OUR QUALITY POLICY

Hillview Nursing Home is committed to providing quality services for residents by caring, competent, well trained staff in a homely atmosphere. This will be achieved by:

- a. Staff development programme.
- b. Recruitment of staff who share our values and will create a homely atmosphere.
- c. Providing such resources as may be required to ensure that training takes place and is effective.

Our Home will provide services based upon consultation and assessment of the residents' needs. This will be achieved by:

- a. Listening to staff, residents and others with an interest in the Home.
- b. Ensuring that assessments are made which balance risks and needs.
- c. Promoting a level of responsible risk-taking in daily living activity.
- d. The operation of an effective care planning system.

Our Home will involve residents in the planning and review of the services that are provided for them to ensure that their needs are met. This will be achieved by:

- a. Enabling and empowering residents to influence the services provided in the Home by giving each resident a real say in how services are delivered.
- b. Encouraging residents to become involved in all decisions which are likely to affect them, either now or in the longer term.

Our Home will consult people about their satisfaction with the service and suggestions for improvement. This will be achieved by:

- a. Residents' consultation and satisfaction surveys.
- b. Residents' and staff meetings.
- c. Management review of our Quality Management System.

Our Home will provide catering services which meet the expectations of residents. This will be achieved by:

- a. Planned, structured menus which include residents' wishes, choices and preferences.
- b. Menus which are nutritionally balanced, and where necessary formulated by a dietician.
- c. Menus which allow residents to change their food choices.

Our Home will ensure that residents are fully informed about all matters which might affect their well-being. This will be achieved by:

- a. Residents' meetings.
- b. Keyworker support.
- c. Provision of notice boards or other displays which inform residents.

Our Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home.

This will be achieved by an Equal Opportunities Policy.

Our Home will ensure that the Home is a safe and secure place to live. This will be achieved by:

- a. Ensuring that the physical environment meets all Health and Safety standards.
- b. Providing each resident with their own room door key unless there are agreed reasons for not doing so.
- c. Providing each resident with a safe and secure place to store their valuables.

Our Home will offer a range of social activities which meet the needs of the residents. This will be achieved by:

- a. Ensuring that activities are offered to each resident which are appropriate to their needs, abilities or expressed wishes.
- b. Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.
- c. Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.



CONTACT DETAILS

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Matron

Shirley Ruane, RGN, AMRSH

OUR RESIDENTS CHARTER

- The right to care for yourself as far as you are able.
- The right to take personal responsibility for your own actions and expect all staff to accept that a degree of risk is involved.
- The right to personal privacy at all times and a right to lock your own room door.
- The right to invite whoever you choose into your room.
- The right to independence.
- The right to have your dignity respected and to be treated as an individual.
- The right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- The right to live your chosen lifestyle.
- The right of access to your own personal records and information relating to decisions made with all staff that affect your life, and where necessary to be assisted with this.
- The right to take an active part in any decisions about daily living arrangements that affect your life.
- The right of access to outside agencies of your choice e.g. doctor, optician, chiropodist etc., and where necessary to be assisted with this.
- The right to look after your own medicines.
- The right to control your own finances, if you are able to do so.
- The right to make personal life choices such as what food you eat and what time you get up and go to bed.
- The right to be involved in your own care plan and be involved in any formal reviews of your needs, which take place at regular intervals.
- The right to access a formal complaints procedure and to be represented by a friend, relative or adviser if necessary.
- The right to participate in voting at elections.



**ALMONDSBURY
CARE LIMITED**

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