

## BEAUCHAMP HOUSE



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## WELCOME TO BEAUCHAMP HOUSE

**Beauchamp House is a purpose-built two storey residential care home, situated in the village of Chedgrave, near Loddon and the river Chet.**

The home provides care for up to 43 older people over 65 years of age and there are usually two places reserved for residents who need short term respite.

There is another separate Dementia Care Unit for 13 people.

All residents have their own room and you can bring small items of furniture should you wish to do so.

Residents are offered keys to their rooms, the bedside cabinet has a lockable drawer and there are lockable cabinets for self-medication available in each room.





We encourage you to bring ornaments and pictures to decorate your room to help you feel more comfortable in your new surroundings.

Each room has an emergency call bell system, fire alarm system and TV socket and, if you wish, you can have a telephone installed in your room at your own expense. There is a pay phone from which it is possible to make and receive private calls.

Although rooms do not have en-suite facilities each has a wash basin and there are ample toilets located throughout the home. Commodes are available on request.

Your peace of mind and quality of life is important to us at Beauchamp House, which is why we aim to provide a friendly environment in which to live, and to be on hand to help and advise on your individual needs. The Manager, or one of the Care Co-ordinators, will always be available to answer your questions and address any concerns you may have.

New residents will be asked to sign a resident's agreement and can access a copy of the latest inspection report by the Care Quality Commission.

### **Your health and personal care – our prime concern**

When you become a resident at Beauchamp House you are allocated a key worker who, under the supervision of one of the Care Co-ordinators, is responsible for agreeing your personal care plan. The care plan, which is regularly reviewed with you, covers details of how you would like to be cared for, your choices and interests. If you would like family members and friends involved in putting together this care plan, we will be pleased to include them.



The plan will also include an assessment of any risks and how these need to be managed, details of your health care needs, medication, doctor and any other community therapy services provided.

Beauchamp House is a care home and the staff are not able to provide medical or nursing care. Any nursing needs that you have will be met by the visiting community nursing staff.

If your current medical practice covers this area it may be possible, should you wish to do so, for you to keep your existing doctor; continuity and a familiar face can be reassuring and something we always encourage. If they do not cover this area, we will register you with the local surgery in Loddon, which provides support to the home. There is an optician and a dentist in the village and staff are always happy to assist in the making appointments. Both of these services provide domiciliary visits should they be required. Family support for these and hospital appointments is valued and often helps when transport is needed.





A hairdresser visits the home once a week. Residents pay directly for this service.

At Beauchamp House you are treated with dignity and respect for your privacy. We have registered 'dignity champions' who actively promote and monitor dignity, and we are always happy to discuss dignity issues with you and your family.

### Lifestyle

How to spend your day is entirely up to you and we encouraged you to make as many choices as possible about your interests and activities. We seek to provide or facilitate social activities that promote a high quality of life, including outings to shops, the coast or



theatre, parties and musical sessions. If you have an interest you would like to continue or try, please speak to any member of staff who will pursue the matter on your behalf.

We have an extensive dining room that can be used for both in house and outside functions. We have entertainers visit the home, and are able to obtain the use of a mini bus for outings.



Our Amenities Fund, raised by staff and families, provides funding for outings and other activities/amenities that would otherwise not be available. Regular Committee Meetings are held to decide what the money should be used for.

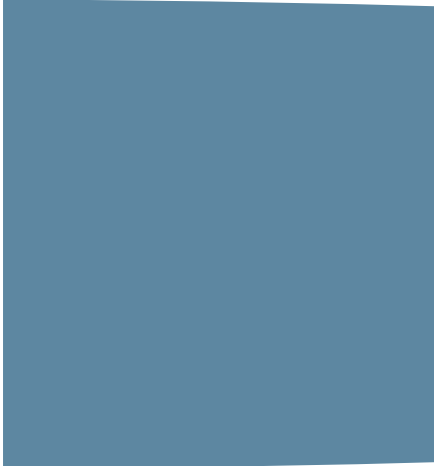
Everyone is supported to practice his or her own religious faith and help will be given to residents to enable them to attend the place of worship of their choice. Clergy from various denominations visit the Home and a communion service is normally held once a month.

### **Meals**

Meals are freshly prepared on site by our catering staff. All meals are provided at Beauchamp House with a choice of menu available at all times. Special diets are catered for and a seasonal menu is offered each day.

- Breakfast 8:30 to 10:00
- Lunch 12:00 to 2:00pm
- Tea 5:00pm to 6:00pm
- Hot Drinks 7:00pm





Morning and afternoon refreshments are available on request, and visitors are welcome to make a drink if they wish to do so. Residents are consulted about their preferences and we will oblige as much as possible. Meals can be taken in the dining room or in the resident's own room.

### **Visiting**

Family and friends are most welcome to visit you at any time and you may invite them to share a meal with you; a small charge is made for this.

Residents are, of course, free to go out at any time with family members. For safety reasons they are requested to advise the Duty Care Co-ordinator of their absence and the approximate time of their return.

If you are unwell your family or friends are welcome to sit with you for as long as they wish. They may, where appropriate, stay overnight.

Visitors may bring in well-behaved pets to visit.



Beauchamp House is a non-smoking Home and smoking is only permitted in designated areas.

### **Having your say on the quality of the service we provide.**

Residents at Beauchamp House are regularly consulted on issues surrounding the facility.

Regular residents meetings are held at which residents are encouraged to discuss issues that they are concerned about, and to put forward ideas to enhance their lives, such as food, outings and entertainment.

Residents are invited to voice their thoughts and opinions at any time by speaking to the manager, their key worker or the care co-ordinator on duty. And we always welcome discussions with relatives concerning any issues that may be brought up during their visit.

We also take a range of audits to get feedback from







you and your relatives on the care that is delivered, and we will always act promptly in response to complaints.

### **Our service aims**

- To provide individualised care, helping you to participate fully in the planning and delivery of your care.
- To ensure that we have your dignity at the heart of everything we do.
- To keep you safe.
- To enable you to exercise choice over your life and to remain as independent as possible.
- To continually assess the quality of the service we provide to you
- To embrace new ideas and research that will improve your quality of life.
- To ensure our staff are fully trained to provide you with the very best care and support

If you are happy with the service you receive, please say so. It helps our staff to feel valued. We also want to hear if things do not go so well so we can learn from this and improve our service.



### **Our staffing**

We are committed to maintaining a high quality, well-trained staff team. Our rigorous recruitment and selection procedures, and our comprehensive induction and staff training packages, ensure that our personnel are best able to help deliver your quality of life at Beauchamp House.

### **Charges**

The amount you will pay for your care will depend on an assessment of your financial circumstances.

The charges made for care covers all personal care and accommodation costs, food, drinks, heating, lighting, laundry (except dry cleaning)

Personal items such as clothing, toiletries, hairdressing, private chiropody and newspapers are not included in the charge.





Similarly it may not be possible to meet the cost of outings, etc. from the homes Amenities Fund.

### **More information**

You are welcome to visit us and meet other tenants already living here – just call and fix a date and time, Telephone **01508 520755**.

You can access our latest inspection report from the Care Quality Commission: **[www.cqc.org.uk](http://www.cqc.org.uk)**.

Beauchamp House is owned by Norse Care Ltd.

Care and support is provided by Norse Care Ltd, Nautilus House, 10 Central Avenue, St Andrews Business Park, Norwich, Norfolk, NR7 0HR.





## **Beauchamp House**

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