

BURMAN HOUSE



DIGNITY IN EVERYTHING WE DO...

BURMAN HOUSE



WELCOME TO BURMAN HOUSE

Burman House is a purpose-built single-storey care home, situated in the heart of Terrington St John, surrounded by the Norfolk and Cambridgeshire countryside.

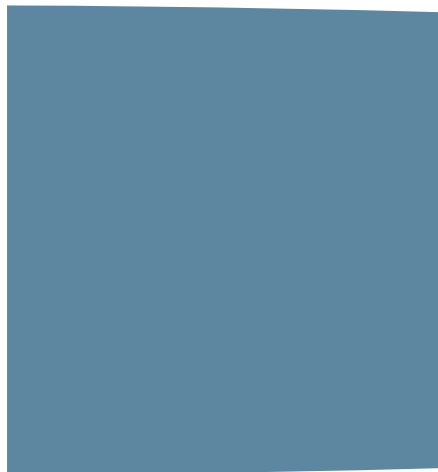
The home provides residential care for up to 30 people who are over 65 years of age.

We have two beds that we use for respite or short-term care.

You will have your own furnished room and you can bring small items of furniture, pictures and ornaments on admission. We do not have rooms with en-suite facilities but all bedrooms have their own hand basins and there are ample toilets located throughout the home.

Each room has an emergency call bell system, fire alarm system and TV socket and, if you wish, arrange to have a telephone installed in your room.





Rooms vary in size; some rooms are large enough to accommodate residents with mobility problems with plenty of space for wheelchairs and hoists.

Other facilities include adapted showers and baths, several small lounges with TV and extensive gardens.

The home's attractive dining room doubles as a room for activities, parties and entertainment.

There is a payphone and also a mobile phone available for resident's use.

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.

Your health and personal care – our prime concern

When you become a resident at Burman 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.



Burman 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 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; If they do not cover this area, there is a surgery within Terrington St John and the home has the full support of three GPs.

We have an optician and a dentist that visit the home and staff are always happy to assist in making appointments. We value the support of family and friends in helping people attend appointments.

A hairdresser visits the home regularly, for which residents pay directly.

At Burman House you are treated with dignity and respect for your privacy. We have registered 'dignity champions' who actively promote and monitor dignity.

Lifestyle

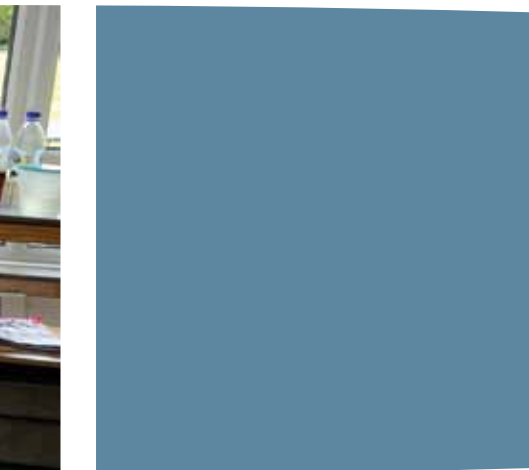
How to spend your day is entirely up to you and we encourage you to make as many choices as possible about your interests and activities.

We organise a number of daytime activities including musical entertainment, a range of in-house activities and outings.

Everyone is supported to practise his or her own religious faith. Holy Communion and a monthly Sunday service is held in the home each month, and help will be given to residents to enable them to attend the place of worship of their choice.

Meals

Meals are freshly prepared on



site by our catering staff. All meals are provided at Burman House with a choice of menu available at all times. Special diets are catered for and where possible we respond to individual requests.

Morning and afternoon refreshments are served between meals and drinks are always available on request. Meals can be taken in the dining room, sitting room or in the resident's own room.

A varied seasonal menu is offered each day and residents are consulted about their preferences when menus are reviewed.



Visiting

We encourage family and friends to continue to play a key role in your life and care. Visitors are welcome at any time and you may invite them to share a meal with you. A small charge is made for this.

Visitors may bring in well-behaved pets to visit.

Burman 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.

Regular resident's meetings are held at which residents are encouraged to discuss issues that they are concerned about, and to put forward ideas about how we can improve our service.

You can voice your thoughts and opinions at any time by speaking to the Manager, their Key Worker or the Care Co-ordinator on duty.

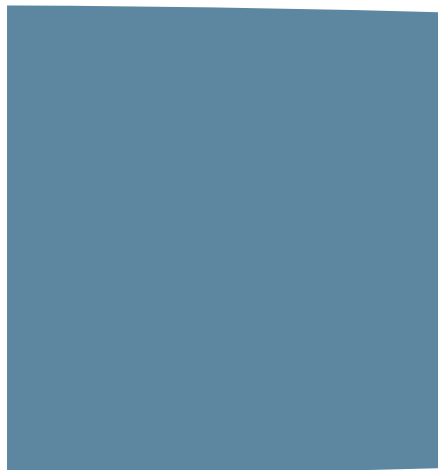
We also take a range of audits to get feedback from you and your relatives on the care that is delivered, and we always act promptly in response to complaints.

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 to improve your quality of life.
- To ensure our staff are fully trained to provide you with the very best care and support.

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 Burman House.



Charges

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

The charges made for care cover 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 charges.

More information

You are welcome to visit us and meet other residents already living here – just call and fix a date and time. Telephone **01945 880464**.

You can access our latest inspection report from the Care Quality Commission: **www.cqc.org.uk**

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



Burman House

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