

ELLACOMBE



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WELCOME TO ELLACOMBE

Ellacombe is a purpose-built two-storey care home, situated in the Thorpe area on the eastern outskirts of Norwich.

The home Provides residential care for up to 42 people who are over 65 years old.

You will have your own furnished room and you can bring small items of furniture, pictures and ornaments on admission.

Some of our rooms have en-suite toilets and are specially designed for people who either use a wheelchair or hoist equipment.

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





At Ellacombe you will find spacious, airy and clean home with lots of different seating areas and a lovely garden for those who wish to venture out.

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 Ellacombe you are allocated a Key Worker who, under the supervision of one of the Care Co-ordinators, will discuss and agree 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.

Ellacombe 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; If they do not cover this area, the full support from local GPs can be arranged.



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

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

At Ellacombe you are treated with dignity and respect. We have registered 'dignity champions' who actively promote and monitor dignity.

Lifestyle

How you 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 have some Organised activities, trips out, and events which you can choose to take part in if they interest you, and there is a computer with internet access enabling you to keep in touch with your friends and family who have e-mail.

Ellacombe also has a shop where residents can purchase toiletries, confectionery and soft drinks.

You will be supported to practise your own religious faith. Holy Communion and a Sunday service are held in the home each month.

Meals

All meals are freshly prepared on site by our catering staff, with a choice of menu available at all times. We cater for special diets and will try to respond to your individual requests.



Morning and afternoon refreshments are served between meals and drinks are always available on request. Meals can be taken in our pleasant dining room or in your 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 your care. Visitors are most welcome at any time and may if you wish, join you for a meal.

Visitors may bring in well-behaved pets to visit.



Ellacombe is a non-smoking Home and smoking is only permitted outside.

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.



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.

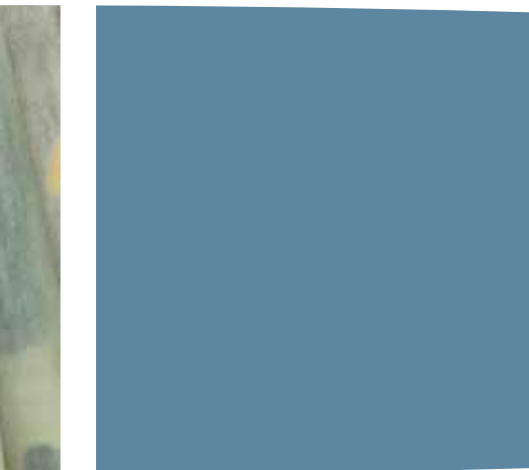
We also take a range of audits to get feedback from you and your relatives on the care that is delivered, and we always act promptly in response to complaints.

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 Ellacombe.

Charges

The amount you will pay for your care will depend on an assessment of your financial circumstances. Charges cover all your day-to-day living cost apart from personal items such as toiletries and newspapers.

More information

You are welcome to visit us and meet other residents already living here – just call and fix a date and time. Telephone **01603 613173**.

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

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



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