



ST NICHOLAS HOUSE



DIGNITY IN EVERYTHING WE DO...

ST NICHOLAS HOUSE



WELCOME TO ST NICHOLAS HOUSE

St Nicholas House is a purpose built two-storey care home, situated in its own extensive grounds close to the town centre of the West Norfolk market town of Dereham.

The home provides residential care for up to 32 people who over 65 and who can no longer live in the community.

We have one room that we use for respite or short-term care.

You will have your own room, furnished with a bed, bedside cabinet, a chair, a chest of drawers and hanging space for clothes. You can bring small items of furniture, pictures and ornaments to make you feel at home. Residents are offered keys to their rooms, the bedside cabinet has a lockable drawer and lockable cabinets for self-medication are available in each room.





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.

We do not have rooms with en-suite facilities but all bedrooms have their own hand basins. Commodes are available on request.

At St Nicholas House you will find a range of communal areas throughout the home, which gives residents a choice of where they wish to spend their time. These areas are split between the ground and first floors, accessed by either stairs or lifts.

Your peace of mind and quality of life

is important to us at St Nicholas 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.

Your health and personal care – our prime concern

When you become a resident at St Nicholas 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.

St Nicholas 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; continuity and a familiar face can be reassuring and something we always encourage. If they do not cover this area, local medial support will be arranged.

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

At St Nicholas 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.

The home offers a number of daytime interests including musical entertainment, outings for meals as well as a range of 'in house' activities.

The Dining Room doubles as a room for activities, parties and entertainment and the home has a computer for resident's use.

A Summer House was purchased from funds raised by staff, service users and friends and provides pleasure for the homes residents and their guests during the summer months.



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.

Meals

Meals are freshly prepared on site by our catering staff.

All meals are provided at St Nicholas House with a choice of menu available at all times. Special diets and, wherever possible, individual requests are catered for and meals can always be kept if someone is out.

- Breakfast 8:30am to 10:00am
- Lunch 12:30pm to 2:00pm
- Tea 4:30pm to 6:00pm
- Supper 8:30

Morning and afternoon refreshments are served between these times 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 periodically.

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.

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.

St Nicholas 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 St Nicholas 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 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

If you are happy with the service you receive, please say so.



It helps our staff to feel valued.
We also want to hear when 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 St Nicholas 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 charge.

More information

You are welcome to visit us and meet other residents already living here – just call and fix a date and time, telephone **01362 692581**.

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

St Nicholas House is owned by Norse Care Ltd.

Care and support is provided by Norse Care Ltd.

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