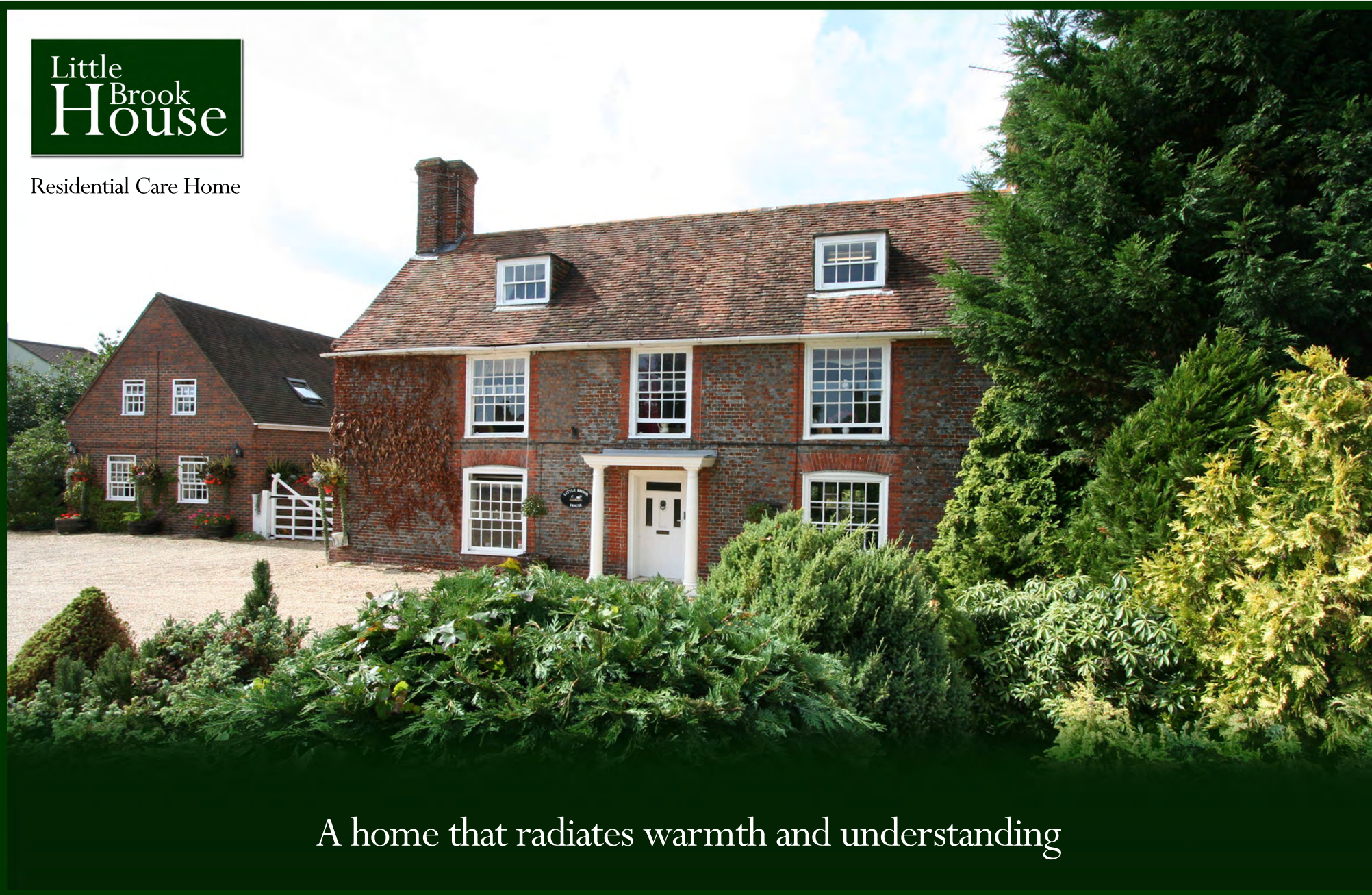




Residential Care Home



A home that radiates warmth and understanding

Welcome to Little Brook House

Here in Warsash near Southampton, on the south coast of Hampshire, stands Little Brook House. A private residential care home for up to 20 elderly people with full membership to the Hampshire Care Association.

The area has a strong sailing and fishing heritage. In the 18th Century Warsash was a tight knit group of fishermen's houses, farms and squatters' cottages built around the edge of the vast common between Swanwick and Titchfield.

The village has remained a small community, with quietly distinctive buildings and a soft seaside feel, and Little Brook House is a well established part of that community.

Originally built in the 17th century, the house is a Grade 11 listed building, set back off Brook Lane, the road that runs from Warsash down to the Hamble. The House has an elegant 18th century Georgian facade and stands in an acre of grounds with a natural stream running through the main gardens. The stream is part of the old waterway that runs through the area, and gives our home its name.

Walk into the walled garden at the entrance and come through the home to the conservatory that opens onto the



through the home to the conservatory that opens onto the grounds at the back of Little Brook House. From here, the soft expansive lawn slopes gently down towards the willows lilted by the stream.

This is what makes Little Brook a unique and very special place to live. To find out more explore our website, get a feel of the rooms, sample our menus, then contact us and come and see Little Brook House for yourself.

About us

Little Brook House is a registered home and complies with all the regulations under the Health and Social Care Act 2008 and the inspectorate body, the CQC. As a residential home for the active elderly, Little Brook is for people who are alert, who have a degree of mobility, and who are generally able to look after themselves, but are finding it increasingly difficult to manage on their own.

Perhaps they have reached the stage in their lives where their house is too much to cope with alone. So shopping, cooking, cleaning and generally getting out and about have become exhausting, overwhelming or potentially dangerous at worst.

With 20 individual bedrooms and en suite bathrooms arranged on two floors, a large communal lounge, separate dining room and conservatories, the house has the comforts of home, in a carefully controlled, safe environment.

The corridors linking all areas are kept clear and safe. People can walk independently, or with a walking frame, from the front reception, through the main rooms, to the gardens on one level, encountering only one step. Access to the bedrooms on the first floor is via stairs or the stair lift. There is no wheelchair access available.



Rooms at Little Brook House

We have 20 rooms, each fully furnished, with en suite bathrooms and call systems. Many of the rooms have the original oak beams running through the ceilings, and all are carefully decorated in an elegant style to reflect the Grade 11 listing. Overall, the rooms are comfortable and colour coordinated, the walls have lovely pictures, there are beautiful fresh and dried flower arrangements and a combination of overhead lighting and table lamps.

All rooms are cleaned daily by the same staff who take care of the residents, so their individual preferences and requirements are respected. The house is regularly maintained by professional staff thus ensuring that everything that should work in each room, does.

At Little Brook we want our residents to feel at home, so people are welcome to personalise their rooms with their own furnishings, paintings and occasionally furniture. There are phone points in every room, and Internet access can be easily set up. The majority of residents have keys to their rooms, with master key access being available.



There are 9 rooms on the ground floor and 11 rooms on the first floor. These rooms are accessed by stairs or stair lift. The average size of a room at Little Brook is 14sq metres. However, as this is a listed building, the rooms do vary in size and in aspect, and this should be borne in mind when viewing.

Dining at Little Brook House

The dining room is our pride and joy. Along with the drawing room, this part of the house is the original 17th century building. Large, light and airy, the dining room runs down to the large conservatory overlooking the gardens, and gives a lovely feel to mealtimes at Little Brook.

Tables are arranged congenially over the beautiful oak floor - an original feature of the house, along with the beams that run across the ceiling.

Furnishings are colour coordinated in soft greens and creams, and the walls are decorated with interesting pictures, often showing scenes of old Warsash and the Hamble.

From here, residents move easily into the lounge room, with its soft comfortable sofas and chairs and welcoming fireplace. There are televisions and dvd recorders, or quiet alcoves and a choice of books and magazines. The room is lit with a combination of overhead and table lamps, so residents who want to read or watch television can, while others can relax with more subdued lighting. The lounge rooms are carpeted, and the heating is kept at a pleasant ambient temperature throughout the year.



Morning coffee and afternoon teas are usually served either in the conservatories or in the lounge. On different days some of our activities are held here as well – craft classes, talks and visiting musicians.

A typical menu at Little Brook House

Here at Little Brook we provide some of the best food in the county. In fact, we take enormous pride in our home cooking, and our residents appreciate the choice and the standard of food. As with all decisions made at Little Brook House, the menu is something that is collectively decided by the residents, at the monthly residents' meetings.



Every day breakfast is served individually, while lunch and supper are formal meals offered with full silver service in the dining room. These meal times are central to life at Little Brook, as this is when people come together and enjoy the superb food and good company, with staff always on hand during meal times to help.

The menus at Little Brook House change with the seasons. So, when the meat and fish come in from our local suppliers, and the fresh fruit and vegetables are delivered to the home three times a week, we create a rich and varied choice of nutritionally balanced meals. We can cater for all sorts of special diets and are more than happy to help out with advice and guidance. At the moment, for example, we have a diabetic resident and one vegetarian.

Daily menus are displayed on the notice board in the hall, as well as in the dining room. To give you a taste of Little Brook, here is a sample menu from this August:

Breakfast Menu

A choice of
Corn flakes, Weetabix/
Muesli,
Bran flakes, Allbran

or

Shredded Wheat
Prunes or Grape fruit
Fruit Juice
Toast and preserves

Lunch Menu

Melon Boat

Roast Lamb
Served with mint sauce
Seasonal vegetables
Roast and new potatoes

Sticky Toffee pudding
or
Gooseberry fool
A choice of Tea or Coffee

High Tea Menu

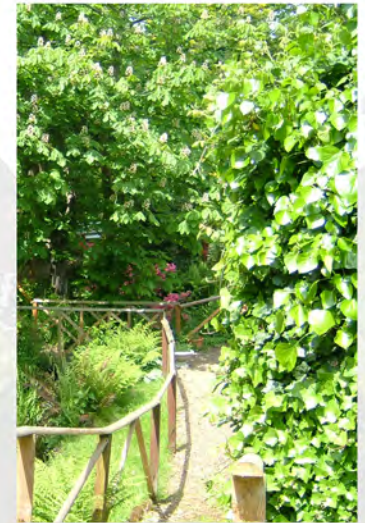
Choice of
Home Made Scones
Butter and Fresh clotted
cream and preserves
or
Smoked Haddock
Hot crusty bread
Fruit of the forest gateaux
or
Peach Melba
Pot of Tea or Coffee

Grounds at Little Brook House

Walk into the walled garden at the entrance and come through the home to the conservatory that opens onto the grounds at the back of Little Brook House. From here, the soft expansive lawn slopes gently down towards the willows tilting by the stream.

In the spring and summer our residents and visitors enjoy strolling through the gardens, along well kept paths that lead to colourful beds of flowers, past mature well laid out shrubs and trees, or over the wooden bridge that crosses the stream

By late summer, the orchard at the side of the house has come to life with apples, pears and cherries ready for picking or finding their way onto the table. Enjoy a quiet drink on the patio by the orchard and soak up the atmosphere.



Activities at Little Brook House

Once here, people simply relax or pursue their own hobbies and interests, as and when they want to. Our conservatories are the place to just relax and enjoy morning coffee or afternoon tea, looking out over the gardens. While keen gardeners are tempted by the gardens, the potting shed and the greenhouse, theatre goers can enjoy organised trips to the theatre or to concerts.

Barbecues are arranged in the summer and a choice of courses or activities are on offer in the winter: crafts, exercise classes, singing or performances in the home. Or there's always time just to sit by the fireplace in the lounge, in peace and quiet.



It's all here and uniquely, what is offered is chosen by the residents themselves. Every month there is a residents' meeting with Little Brook staff. This is held on the last Friday of the month in the main lounge when, over a glass of sherry, activities are discussed, outings are arranged, menus are planned and suggestions are made.

In this way, residents have their say on how the home is run. Ultimately, the choice is theirs' we provide a safe and tranquil place to stay, short or long term, with the full support of qualified staff around the clock.

Staffing at Little Brook House

The manager Belinda Whitlock has worked for Little Brook House for seventeen years, starting as a Night Carer and working up to Management. She has achieved an NVQ Level 4 in Social Care and is now working towards a NVQ level 4, Registered Managers Award (RMA).



Belinda's main aim is to ensure that Little Brook's clients settle and are happy with their new environment and, with the support of the staff, live a full and varied life.

Linda Scott, proud owner of Little Brook House holds an NVQ Level 4 in Care Management (RMA) and combines a broad business background with a warm positive personality. A very hands on owner, Linda is accessible, approachable, and fully supports the ongoing training of all Little Brook staff.

The Care Quality Commission recommend that 50% of staff in care homes hold NVQ qualifications as a minimum standard. At Little Brook 80% of our staff have NVQ qualifications, and their training is updated regularly.

Our Senior care staff who are responsible for residents' well being are professionally qualified and are required to continually update their knowledge and skills through on going training.

These key members of staff are rostered to ensure there is a qualified care worker there for residents around the clock, 24 hours a day, every day of the week .



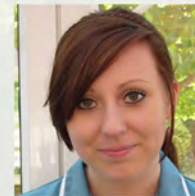
Tracey Mould
Deputy Manager



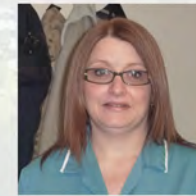
Mary Moody
Cook



Linda Cooper
Care Assistant



Haley Wilson
Care Assistant



Melanie Frampton
Care Assistant



Katy Loman
Care Assistant



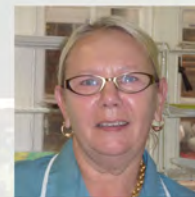
Rachel McColl
Care Assistant



Janet Ellis
Care Assistant



Sheena Flynn
Care Assistant



Helen Pearce
Domestic Care Assistant



Rachel Hobson
Night Care Assistant

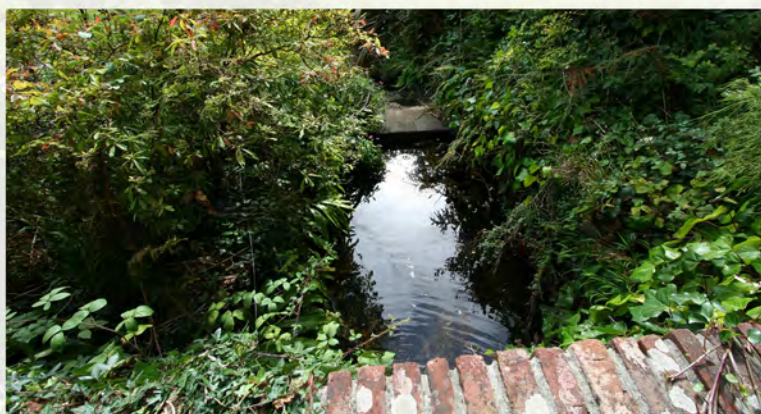


Geoff Bell
Maintenance Manager

Fees at Little Brook House

Our fees vary depending on the size and location of the room and the facilities offered. As a guide, our current fees range between £600 to £800 per week. This covers all the routine expenses of living at Little Brook House including accommodation, meals, laundry, day to day care and basic medical care.

Additional services are easily arranged, including dry cleaning, delivery of personal news papers and magazines, hairdressing (our hairdresser comes every Thursday), chiropody from a visiting chiropodist every six weeks, and visits by dentists, opticians, beauty therapists etc. These services are charged for separately, in addition to the fees mentioned above.



We ask that fees are paid one month in advance. If respite care is needed, that should be settled in advance of residence as well.

Please feel free to contact us and talk through your requirements. If you are thinking of joining Little Brook, the first month is considered a trial period. This is an opportunity for you to find out if you will be happy before deciding to stay.

A copy of our full terms and conditions of residence is available on request.

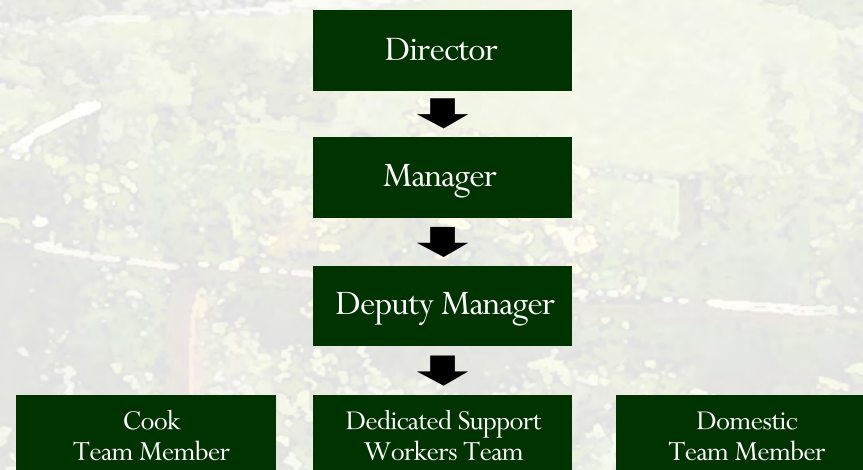
Statement of Purpose

Little Brook House is owned and registered to Little Brook House Limited, 101 Brook Lane, Warsash, Southampton SO31 9FE. Telephone number 01489 582821. The sole director is Linda Scott who can be contacted via email: Team@littlebrookhouse.co.uk

The home is managed on a day-to-day basis by The Registered Manager. She is assisted by The Deputy Manager, and a dedicated and experienced team of 20 care and domestic staff.

Staff at Little Brook have accumulated many years of experience in the Care industry and are very proud of it.

Organisation Structure



Aims and Objectives

Little Brook House provides service categories: OP, DEE, MD.

A Care Home that provides personal care for Ladies and Gentlemen, normally over 65 years of age.

A Care Home that also cater for elderly people that have early stages of dementia and short term memory loss.

We will provide a warm, comfortable and safe home, with good care in pleasant surroundings, enhanced by the full support from local Doctors and Community nurses.

We will also offer specialised care for clients suffering from different stages of depression and mild schizophrenia. We recognise the very large gap in the care industry for intermediate care, where clients are not ready for an exclusive home for dementia/mental health disorder. We strive to offer an alternative. Little Brook will offer a secure home for as long as possible, guided by the professionals in the field required.

Residents will be cared for in such a way as to retain their fullest level of dignity and independence. Rules will be kept to a minimum and residents will be free to live their lives the way they choose.

Statement of Purpose

Philosophy

Residents of the home will be given the opportunity to live as independently as possible, given the extent of their abilities. Residents will have the right of freedom of choice and privacy.

Little Brook will work closely with the outside agencies ensuring that each client fulfils their lives and remain as independent as possible for as long as possible.

Residents will be encouraged to take pride in their appearance and also personalise their room. We will encourage suggestions for improving the service they receive to enable them to make full use of the home and its facilities. Residents are free to pursue their hobbies within and outside the house and grounds. Visitors are welcome at any time, but are asked to avoid meal times.

We may not be able to offer a home for life, but we feel quality of life is essential. Social skills will need to remain at a level acceptable to Little Brook; this we feel should be clearly understood well before admission takes place.

All care staff have undertaken training in Dementia and mental health. We have a very positive approach to the individual lives of each resident and believe in enhancing the quality of life and accepting all diversities within.

Once the client reaches a later stage of dementia and we are unable to meet his/her needs, we will support and guide him/her into the next home.

We do not have the facilities for physical disabilities due to the layout of the building and an additional category of registration being required.

We do not provide Nursing Care.

The Outcome

Clients are empowered to have full control of their lives. They can make their own choices and live in a safe environment, with quality care and support.

Applications

To make an application you should:-

- Contact the home manager by letter, telephone, fax or email.
- Ask for an information pack
- Visit the home and talk to residents and staff.
- Confirm the application in writing
- Have a decision in writing within seven days of application being received.

Course of Action

Criteria for Admission.

Little Brook House in line with the Health and Social Care Act 2008, shall not provide accommodation to a Service user at the care home unless, so far as it shall have been practicable to do so, the registered person has carried out a full assessment confirming that the care home is suitable for the purpose of meeting the service users needs, in respect of his/her health and welfare. The first four weeks of a long term resident are to be considered as a trial period for both the service user and the provider, during which time either party may give a reduced period of notice of seven days.

The service user will be expected to sign 'An Agreement of Residence' which sets out the terms under which the resident will occupy accommodation at the home, under which he/she will be entitled to care services.

Personal Care and Support.

This home provides:

- A personal care and support plan based on a thorough assessment of client's needs.
- Regular discussions with the client over their needs and wants.
- Monthly reviews of the care plan.
- A working partnership with the resident and their relatives and friends.
- A named care staff member (key worker) to co-ordinate the plans of care.

Complaints

If a Resident has a complaint, it should, in the first instance, be taken up with the Provider. If the Resident is not satisfied then he/she may then complain to Hampshire Care Association, 132 Bournemouth Road, Chandlers Ford, Eastleigh, Hampshire SO23 3AL. Telephone (023) 8025 5794. In an event the Resident may complain to the Care Quality Commission (CQC), Citygate, Gallowgate, Newcastle-upon-Tyne. NE1 4PA. If then dissatisfied at the response from the CQC (s)he can complain to:

The Local Government Ombudsman,
PO Box 4771, Coventry CV4 0EH.
Phone: 0300 061 0614 or 0845 602 1983.

Service Users Plan

Referred to as 'Care Plan' at Little Brook House, they are drawn up with the client in total control of their wishes/choices. We will simply guide the client in areas which will need support and advice, or arrange for an advocate on your behalf.

What is important to us is the client should be able to make decisions about their own lives and empowered to have the strength to make choices. Care plans are reviewed on a regular basis noting the changing needs of the Resident. The provider will make no decisions concerning the client without the client's full understanding and knowledge of the decision.

Contact us at Little Brook House



If you would like any more information, or would like to arrange a visit, please contact us using the methods below:

Telephone: 01489 582821

Email: team@littlebrookhouse.co.uk

Address: Little Brook House
101, Brook Lane,
Warsash,
Southampton
SO31 9FE





T: 01489 582821 E: team@littlebrookhouse.co.uk W: www.littlebrookhouse.co.uk