

MOUNTFIELD



DIGNITY IN EVERYTHING WE DO...

MOUNTFIELD



WELCOME TO MOUNTFIELD

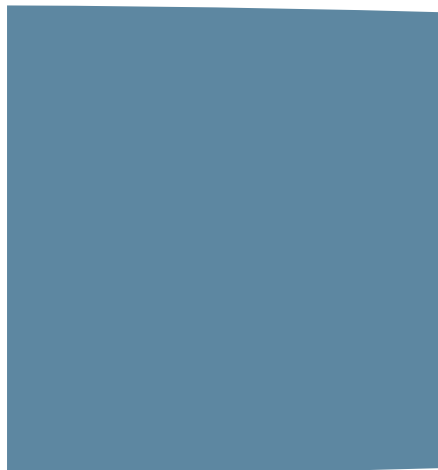
Mountfield is a purpose-built two-storey care home, situated in Millcroft, Norwich.

The home provides residential care for up to 39 people who are over 65 years of age. It is a specialist home for people for people who are living with a dementia illness. We look after people who are at different stages in their illness and try to match individual needs with the rooms available.

You will have your own furnished room which you can personalise with items such as pictures and ornaments. Photos and other memorabilia are particularly encouraged and help people to feel at home.

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. Commodes are available on request.





Other facilities in the home include a reminiscence room, two pleasant dining areas and enclosed and safe garden areas.

upstairs there are three units on each floor that are joined together by a large, spacious, communal lounge upstairs.

Your peace of mind and quality of life are important to us at Mountfield, 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 are our prime concern. When you become a resident at Mountfield 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. We always encourage family member and friends to be involved in putting together the plan.

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.

Mountfield 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, local support will be arranged.

We also have a local optician and a dentist visit the home and staff are always happy to assist in making appointments. Family support for these services and hospital appointments is valued.

Hairdressers visit the home regularly, for which residents pay directly.

At Mountfield you are treated with dignity and respect for your privacy. We have a registered 'dignity champion' 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 encourage you to make as many choices as possible

about your interests and activities. The home offers a number of daytime interests including hand therapy, nail care, craft, bingo,, musical entertainment, outings when possible, as well as a range of 'in-house' activities.

Two activities assistants are employed at the home and we try to personalise activities and occupation to meet individual need and ability.

Everyone is supported to practise his or her own religious faith. There are services in the home weekly and communion bi-monthly, 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. We offer a varied menu which includes choices. We aim to cater for specific dietary needs as advised by health professionals.

Meals can be taken in the dining room, sitting room or in the resident's own room.



Visiting

We encourage family and friends to visit at any time and we aim to work closely with family members to deliver personalised care. We organise meetings and social events where family and friends can meet together.

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

Residents at Mountfield are regularly consulted on issues surrounding the facility.

Regular resident's meetings are held at which residents are encouraged to discuss issues that they are concerned about.



They may 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 residents and their relatives on the care that is delivered, and we always act promptly in response to complaints.

Our service aims

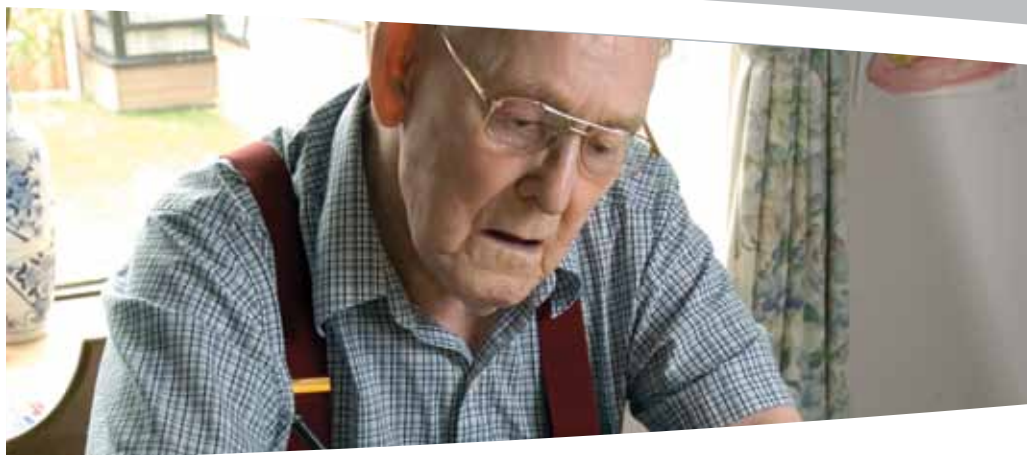
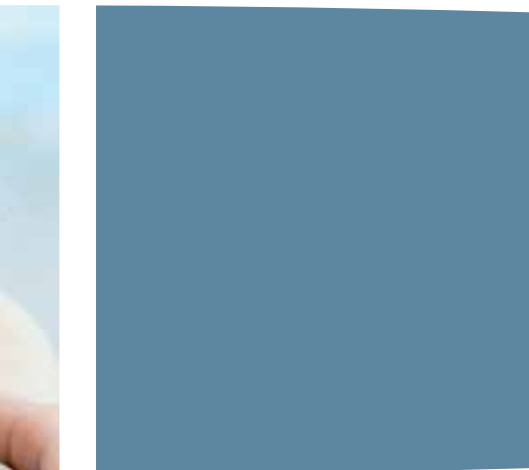
- To provide individualised care, helping you to participate fully in the planning and delivery of your care.
- To ensure that we have your dignity at the heart of everything we do.
- To keep you safe.

- 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 Mountfield.



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 all day-to-day living costs.

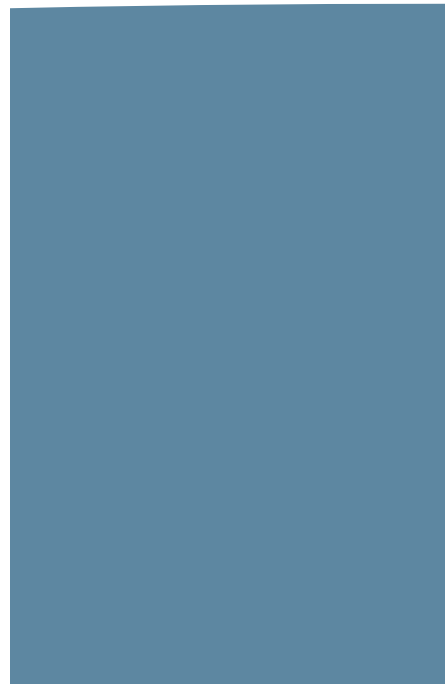
Personal items, such as clothing, toiletries, hairdressing, private chiropody, dry cleaning and newspapers are not included in the charges.

More information

You are welcome to visit us and meet other residents already living here – just call and fix a date and time. Telephone **01603 416201**.

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

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



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