

## MUNHAVEN



DIGNITY IN EVERYTHING WE DO...

# MUNHAVEN



## WELCOME TO MUNHAVEN

**Munhaven is a purpose built one-storey care home, and stands in its own grounds in the centre of the Norfolk coastal village of Mundesley.**

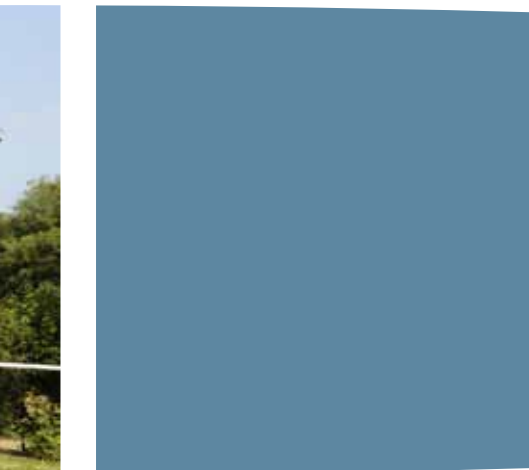
The home provides residential care for up to 20 people who are living with dementia.

You will have your own furnished room. We will encourage you to bring in personal items for your room such as pictures and ornaments. We also encourage you to collect items that remind you of your family, friends and special interests.

We do not have en-suite facilities, but there are ample well signed toilets located throughout the home.

Outside there is a pleasant enclosed and safe garden with a water feature, outdoor seating and gazebo that is accessible to residents and family and friends.





There is an up to date alarm call system in all bedrooms, toilet and bathroom areas and the spacious open-planned lounges which enables staff to communicate with residents and provide assistance quickly.

The home has a payphone for residents use.

For the safety of vulnerable people our doors to the outside are coded but your regular visits will be given the code.

Your peace of mind and quality of life are important to us at Munhaven, which is why we aim to provide a friendly environment in which to live, and to be on hand to help 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 Munhaven you are

allocated a Key Supporter who will help you settle in and 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.



Munhaven is a care home and 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 local GP practice is conveniently situated adjacent to the home.

Visiting opticians will provide a service to residents and private chiropodists visits the home on a regular basis. There are also two optician practices and a dentist in the nearby town of North Walsham and staff are happy to assist in making appointments. We value the support of family and friends to help people attend appointments.

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

At Munhaven 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

At Munhaven we believe that people living with dementia should participate as much as possible in activities of day to day living. We believe in maintaining a 'cluttered' environment which provides interest and stimulation. Care staff work alongside residents promoting a range of activities/occupations to meet individual needs.

These include:

- Craft sessions
- Afternoon entertainments, with various outside singers
- Manicures
- Bingo
- Film shows
- Reminiscence Sessions
- One- to- one activities

- Quizzes

Everyone is supported to practise 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 Munhaven with a choice of menu available at all times. Special diets and, whenever possible, individual requests are catered and we believe in trying to meet individual preferences for food and drink.

A varied seasonal menu is offered each day and residents are consulted about their preferences



when menus are reviewed periodically.

### **Family and Friends**

Our aim at Munhaven is to enable friends and families to be involved as they wish in the life of residents. Visitors are most welcome at any time and you may invite them to share a meal with you for which a small charge will be made.

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.

Munhaven is a non-smoking home and smoking is only permitted in designated areas.

### **Having your say on the quality of the service we provide**

We believe in encouraging people to have a say in the care provided.

Residents are invited to voice their thoughts and opinions

at any time speaking to the manager, their key supporter or the care co-ordinator on duty.

We also undertake 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 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 Munhaven.

### Charges

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

The charges made for your care covers all personal care and accommodation costs, food drinks, heating, lighting, laundry (except dry cleaning).

Personal items such clothing, toiletries, hairdressing,

private chiropody and newspapers are not included in the charge.

### More information

You are welcome visit us and meet other residents already living here – just call to arrange a date and time, telephone **01263 720451**.

You can access our latest inspection report from the Care Quality Commission: **[www.cqc.org.uk](http://www.cqc.org.uk)**

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



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