

SPRINGDALE



DIGNITY IN EVERYTHING WE DO...

SPRINGDALE



WELCOME TO SPRINGDALE

Springdale is a purpose built two-storey care home, situated in its own extensive landscaped grounds, including an orchard, in the popular village of Brundall, approximately 5 miles southeast of Norwich.

The home provides residential care for up to 35 people who are over 65 and who can no longer live in the community.

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 wardrobe.

Each room has an emergency call bell system, fire alarm system and TV socket and, if you wish, you can

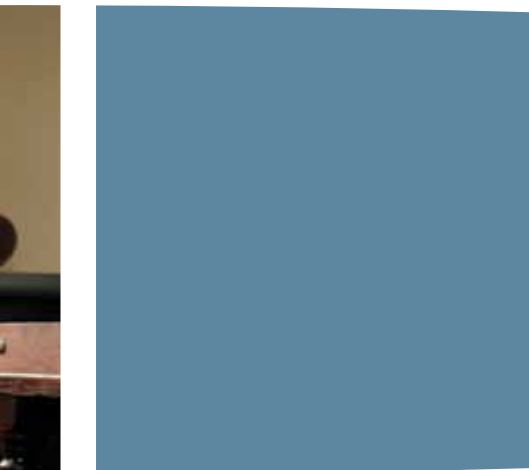
have a telephone installed in your room at your own expense.

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

At Springdale you will find four separate lounges, as well as a library/ coffee lounge, two large recessed sitting areas and a large dining room.

The home has a payphone available for residents use.

Your peace of mind and quality of life is important to us at Springdale, 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 Springdale 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.



Springdale 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; continuity and a familiar face can be reassuring and something we always encourage. If they do not cover this area, there are two GP Practices serving Springdale.

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

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

At Springdale 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 encourage you to make as many choices as possible about your interests and activities.

The home offers a varied programme of 'in-house' and external activities on a daily basis. Residents are free to join in if they wish.

Activities provided reflect the individual wishes as identified in their care plans and regular residents meetings. These include: reminiscence, bingo, arts and crafts, flower arranging puzzles and various entertainments.

We also take small groups of



residents out on trips to places of their interest, bringing back memories of places that residents have enjoyed.

The homes spacious dining room doubles as a room for parties, some activities and entertainment.

Everyone is supported to practice his or her own religious faith or spiritual preferences.

Meals

Meals are freshly prepared on site by our catering staff.

All meals are provided at Springdale 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 8:30 to 10:00am
- Lunch 1:00 to 2:00pm
- Tea 5:00 to 6:00pm
- Supper 8:00 to 8:45pm

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.

Springdale 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 Springdale are regularly consulted on issues surrounding the facility.

Regular residents meetings are held at which tenants 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.

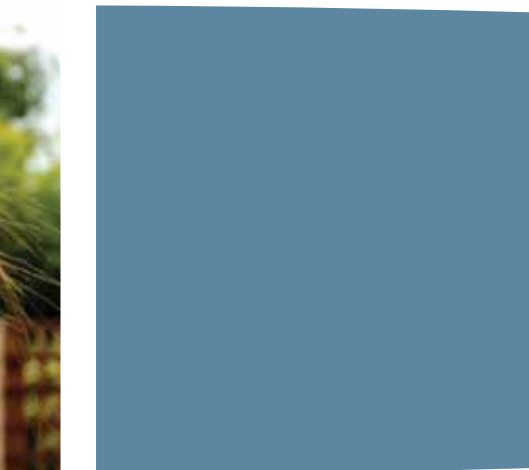
Residents are invited to voice their thoughts and opinions at any time by speaking to the manager, their key worker or the care co-ordinator on duty. And we always welcome discussions with relatives concerning any issues that may be brought up during their visit.

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 Springdale.

Charges

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

The charges made for care covers 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 tenants

already living here – just call and fix a date and time, telephone **01603 712194**.

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

Springdale is owned by Norse Care Ltd.

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



Springdale

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