

## WESTFIELDS



DIGNITY IN EVERYTHING WE DO...

# WESTFIELDS



## WELCOME TO WESTFIELDS

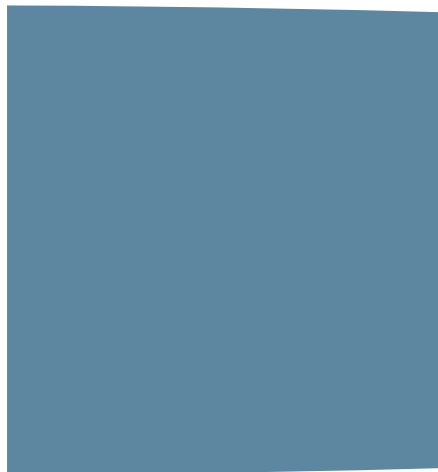
**Westfields is a purpose-built two-storey care home, situated in the market town of Swaffham.**

The home provides residential care for up to 40 people who are over 65 and no longer live in the community. We work closely with the local community hospital and between us offer a rehabilitation service for up to three people.

You will have your own furnished room and you can bring small items of furniture, pictures and ornaments on admission. 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 and there are ample toilets located throughout the home. Commodes are available on request. Other facilities include adapted





bath and showers, a hairdressing room, a bright restaurant and we have large, pleasant grounds with a summerhouse and patio that are easily accessible.

The home has a payphone available for residents to use.

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

Westfields 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, there are three medical practices in Swaffham.

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 directly.

At Westfields 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. We offer a wide variety of activities, either on a one-

to-one basis or in a group.

There are outings, meals out, in-house activities and entertainment.

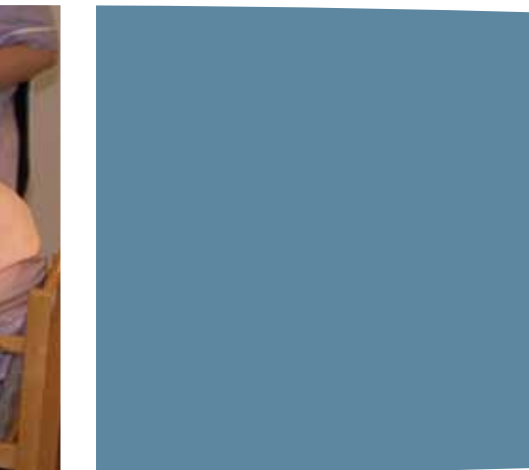
The town centre is only a short distance away and if a resident wishes to go shopping but is unable to do so alone, then a member of staff will happily accompany them.

Everyone is supported to practise his or her own religious faith 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 Westfields 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.

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.



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

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

Regular resident's 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.

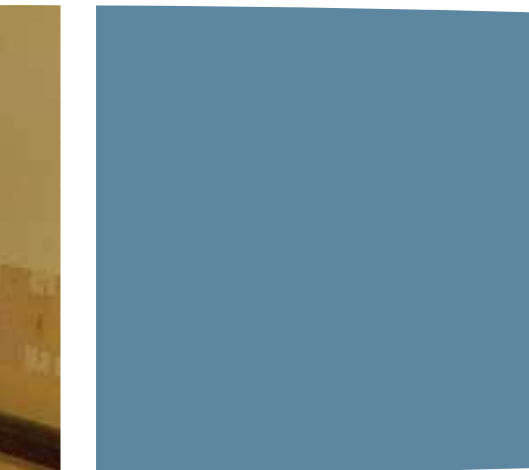
We also take a range of audits to get feedback from you and your relatives on the care that is

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 Westfields.

### **Charges**

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

Charges cover all your day-to-day living costs apart

from personal items such as clothing, toiletries, hairdressing, private chiropody and newspapers.

### **More information**

You are welcome to visit us and meet other residents already living here – just call and fix a date and time. Telephone **01760 721539**.

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

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

Care and support is provided by Norse Care Ltd.



## **Westfields**

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