

WOODLANDS



WOODLANDS



WELCOME TO WOODLANDS

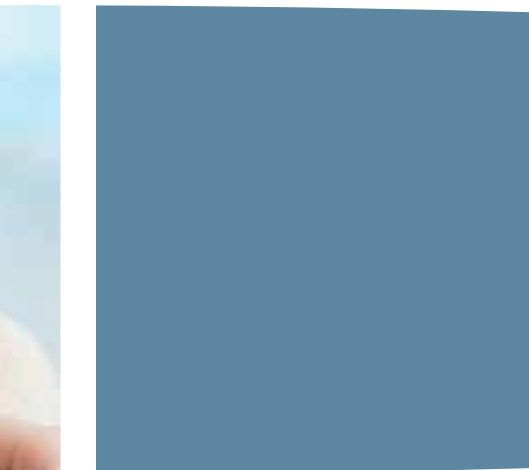
Woodlands is a purpose-built two-storey care home, situated in its own extensive grounds at South Wootton, which is part of King's Lynn. It is accessible by a regular bus service from the centre of King's Lynn.

The home provides residential care for up to 40 people who are over 65 years of age.

Woodlands is divided into two separate units. The main unit provides care for 27 older people. The smaller unit, provides specialised care for 13 people with dementia.

You will have your own room and can bring small items of furniture, pictures and ornaments on admission. Each room has an emergency bell, fire alarm system and TV socket and, if you wish, you can have a telephone installed in your room.





We do not have rooms with en-suite facilities but have ample toilets located throughout the home. Other facilities include adapted showers, baths, a payphone and a hairdressing room and a garden with two lovely Summer Houses which give pleasure to the home's residents and their guests during the summer months.

In the main unit there are comfortable lounges, and sitting areas together with dining rooms. The Heather Unit has a large lounge/dining room, smaller lounge areas, which can be used for more private visits with families and friends, and a patio area with seating to enjoy the views of the enclosed garden.

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 Woodlands 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.

Woodlands 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 nurse.

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 five GP practices in King's Lynn that support the home.

We have an optician, a chiropodist and a dentist that we use frequently and staff are always happy to assist in making appointments. We always welcome family support for helping people to keep appointments.

A hairdresser visits the home each week, for which resident's pay directly.

At Woodlands you are treated with dignity and respect for your privacy. We have registered 'dignity champions' who actively promote and monitor dignity.

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 organise a range of activities including musical entertainment, outings to theatres, visits to places of local interest, outings for meals as well as a range of 'in-house' events, many of which are also open to friends and families.

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 Woodlands with a choice of menu available at all times. Special diets and, wherever possible, individual requests are catered for.

A varied seasonal menu is offered each day and residents are consulted about their preferences when menus are reviewed.

Morning and afternoon refreshments are served and drinks are always available on request.



Visiting

We encourage your family and friends to continue to play a key role in your life and in your care. Visitors are most welcome at any time and you may invite them to share a meal with you. A small charge is made for this.

Visitors may bring in well-behaved pets to visit.

Woodlands 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 Woodlands are regularly consulted. Regular residents meetings are held at which residents are encouraged to discuss issues that they are concerned about, and to put forward ideas about how we can improve our services.

You can voice your thoughts and opinions at any time by speaking to the Manager, Key Worker or the Care Co-ordinator on duty.

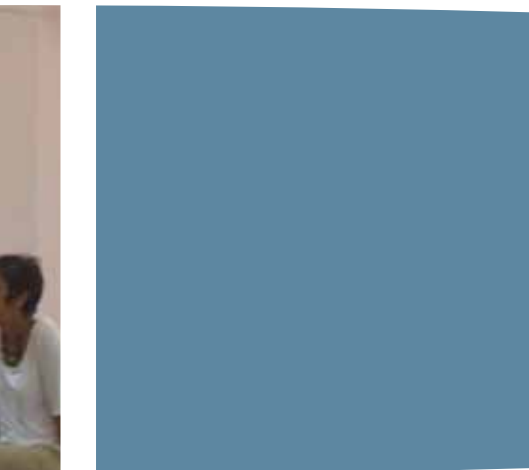
We also take a range of audits to get feedback from you and your relatives on the care that is

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 Woodlands.

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

accommodation costs, food, drinks, heating, lighting and laundry (except dry cleaning). Personal items, such as clothing, toiletries, hairdressing, private chiropody and newspapers, are not included in the charges.

More information

You are welcome to visit us and meet other tenants already living here – just call and fix a date and time. Telephone **01553 672076**.

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

Woodlands 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.



Woodlands

Grimston Road,
South Wootton,
King's Lynn
PE30 3HU

T 01553 672076

www.norsecare.co.uk